AMMIS SUR Case Tracking Manual

Date Modified: 07/13/2018

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1. Document Control

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1.1 Document Information Page

Required Information	Definition
Document Title	AMMIS SUR Case Tracking Manual
Version:	6.0
Location:	https://pwb.alxix.slg.eds.com/alxix/Subsystem/utils/DocDescription.asp?Folder=../../Business%20Design/UserManuals/SUR_UM
Owner:	DXC/Agency
Author:	SUR Team

1.2 Amendment History

The following Amendment History log contains a record of changes made to this document:

Date	Document Version	Author	Reason for the Change	Changes (Section, Page(s) and Text Revised
12/20/2017	1.0		Final version approved	
07/13/2018	2.0		Conversion of manual from HPE to DXC	

1.3 Related documentation

Document	Description	url

Table of Contents

2. Introduction

2.1 Overview

This manual describes how to use the Alabama Surveillance and Utilization Review (SUR) Case Tracking windows and reports. It begins with how to log into the system and enter basic information needed throughout the system to create and update cases as they move through different phases of the process:

- Sign-on and SURS Case Tracking Navigation
- Entering/Updating Analyst Criteria
- Entering/Updating Consultant and Utilization Review Committee (URC) Member Information

The manual then continues with creating and entering SUR case information:

- Entering/Selecting New Provider Cases
- Entering/Selecting New Recipient Cases
- Entering New Referrals
- Updating Case Information

The manual finishes with follow-up case activities and how to generate letters and forms from the Letter Generator:

- Creating Hearing Notification Letters
- Creating SURS Case Tracking Letters

3. Subsystem Overview

3.1 Overview

The Alabama Surveillance and Utilization Review (SUR) Case Tracking function replaces many of the manual operations throughout the SUR case review process with systematic approaches. Browser-based windows replace many of the manual operations such as providing auto-assignment of case reviews and online updating of case documentation. In addition, the SUR Case Tracking function allows for the viewing of imaged incoming correspondence and photocopied medical records from on-site audits.

SUR Case Tracking provides for storage of report and spreadsheet files generated within the interChange SUR and Decision Support System (DSS) areas and can link the files to related SUR cases. All case documentation, including imaged documentation, is linked to a SUR case utilizing a unique identifier called a Master Log Number. Each SUR case has an associated electronic SUR case file, which helps in identifying the steps the SUR analyst followed while researching the SUR case.

3.2 Interface with DSS to Receive or Provide Needed Data

The SURS Case Tracking function receives data from other subsystems within the Medicaid Management Information System (MMIS). The Provider Subsystem provides information directly related to the provider such as name and address. The Recipient Subsystem provides lock-in information as well as the name of the recipient.

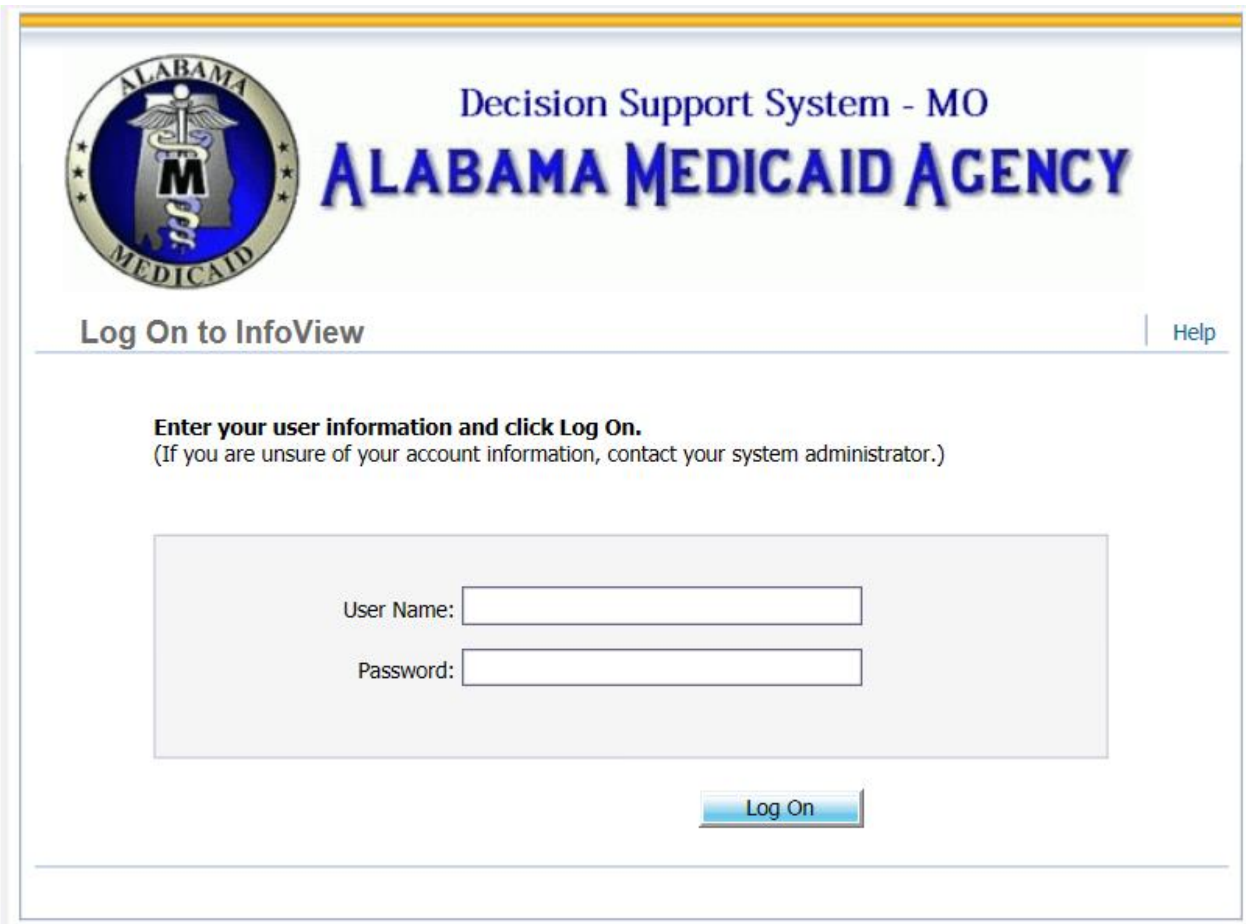
4. Sign-on and SURS Case Tracking Navigation

4.1 Overview

The SURS Case Tracking function is accessible in the same manner as the SURS*Profiler* Case Maintenance and Random Sample applications. It is a browser-based application that is available on the menus for only those users that have the SURS security clearance that includes Case Tracking. The two current levels of security within the application are SURS analyst and supervisor. The level of security clearance determines which windows can be accessed and updated. For the purpose of this manual, all functionality is shown, regardless of the security level of the user.

4.2 Sign On Window

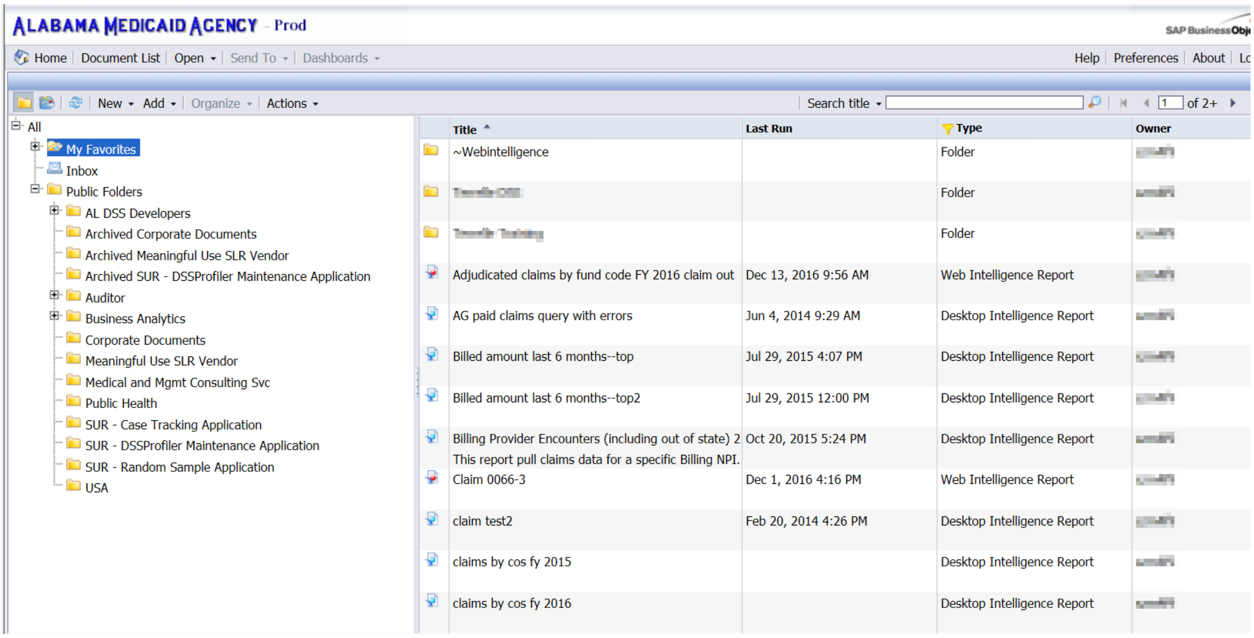
The Sign On window is the first step in accessing any window within the SURS Case Tracking application. Access to the secure website is achieved through using the Microsoft Internet Explorer browser.



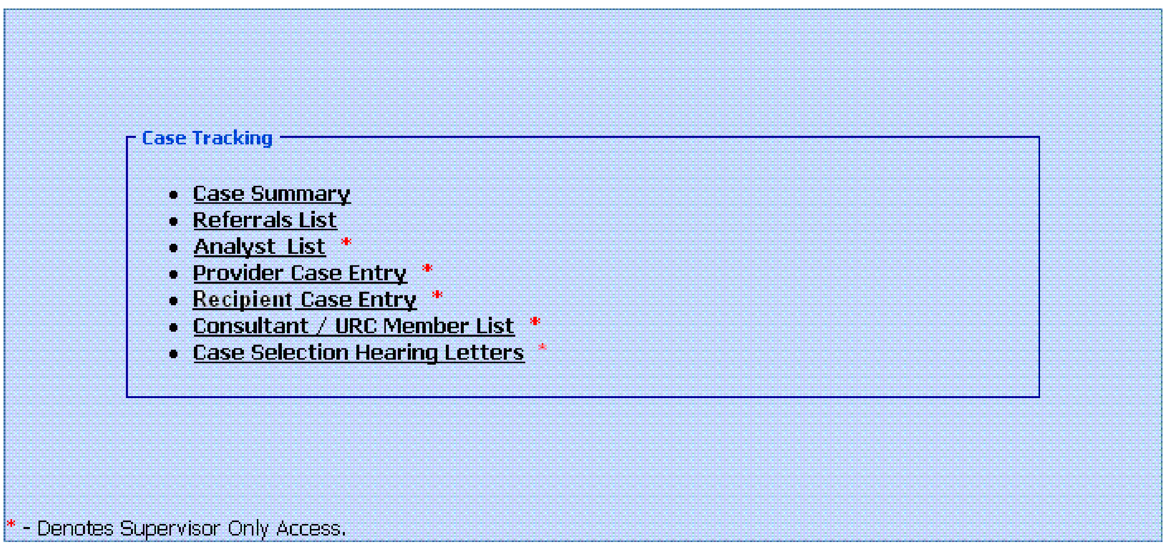
1. Launch Internet Explorer.
2. Type http://icdss-prod.alxix.slg.eds.com:20080/InfoViewApp/logon.jsp in the navigation bar.
3. Click the **Go** button or press **Enter**.
4. Enter **User ID** into the User Name text field.
5. Enter **Password** into the Password text field.
6. Click the **Log On** button.

4.3 SURS Main Navigation and Case Tracking Navigation Window

To access the specific areas of the SUR Case Tracking application, utilize the links below the headings available on the lower left portion of the DSS home page:



The next window shows an example of the SURS menu accessible via the Case Tracking link:



5. Entering/Updating Analyst Criteria

5.1 Overview

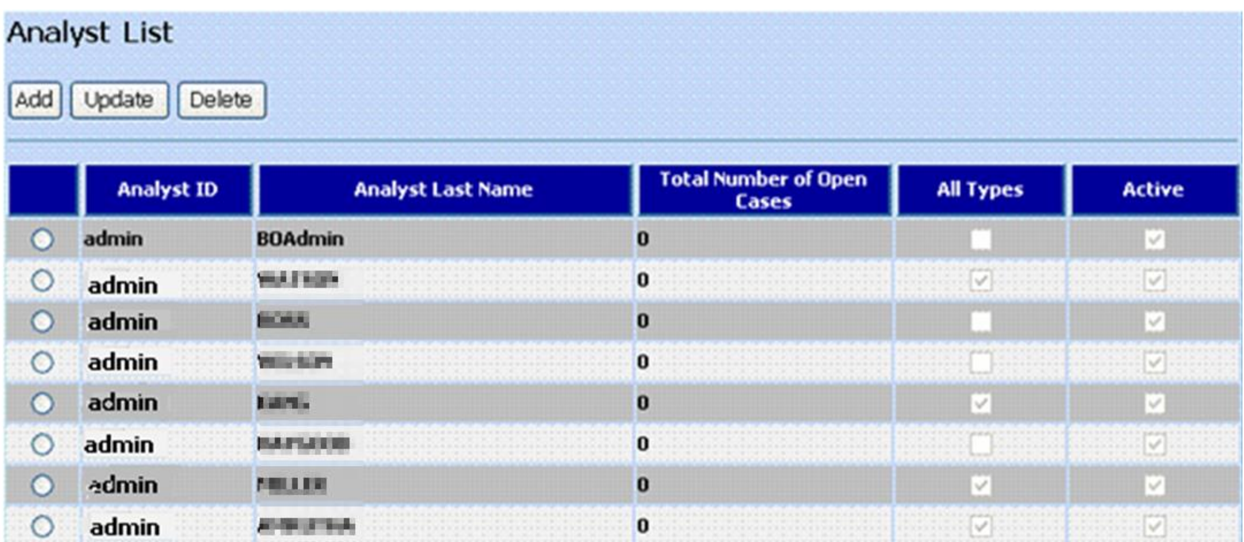
The Analyst Criteria windows are used to enter or update information for each SUR analyst who works on cases.

5.2 Analyst List

The Analyst List window displays all the currently entered analysts. The window displays all the active analysts first, followed by the inactive analysts.

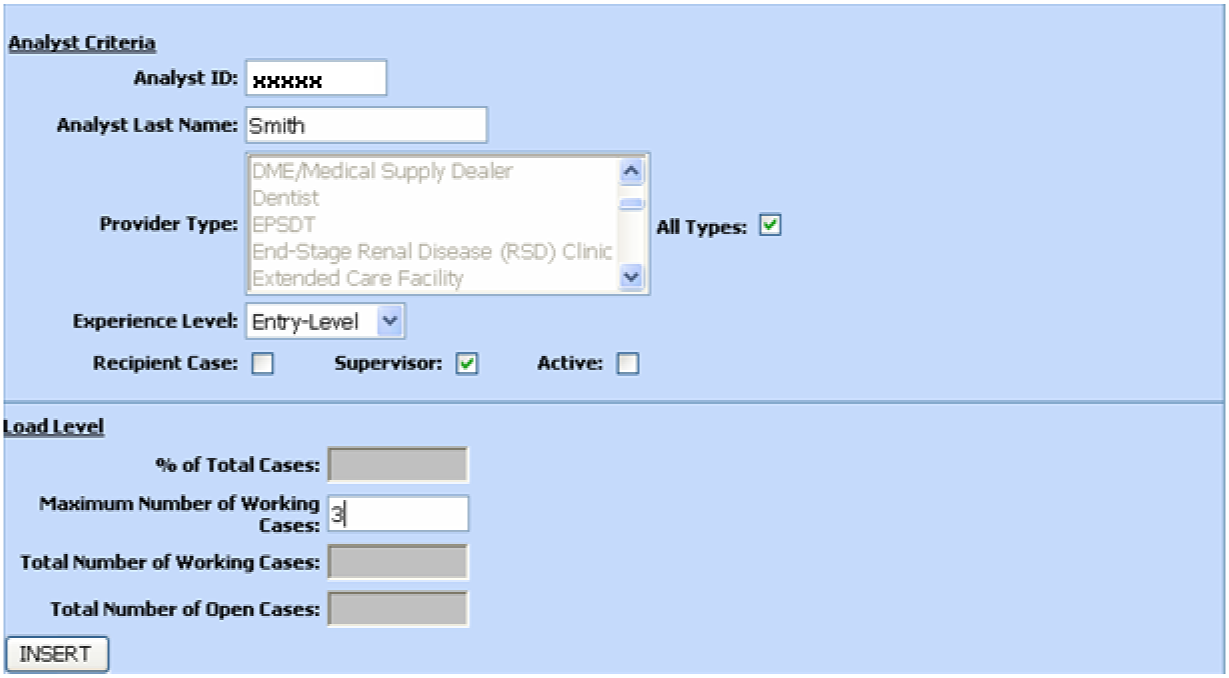
1. On the SURS main navigation window, click the link for **Analyst List**:

2. To update an existing analyst in the Analyst List window, select the radio button to the left of the Analyst ID and click the **Update** button.



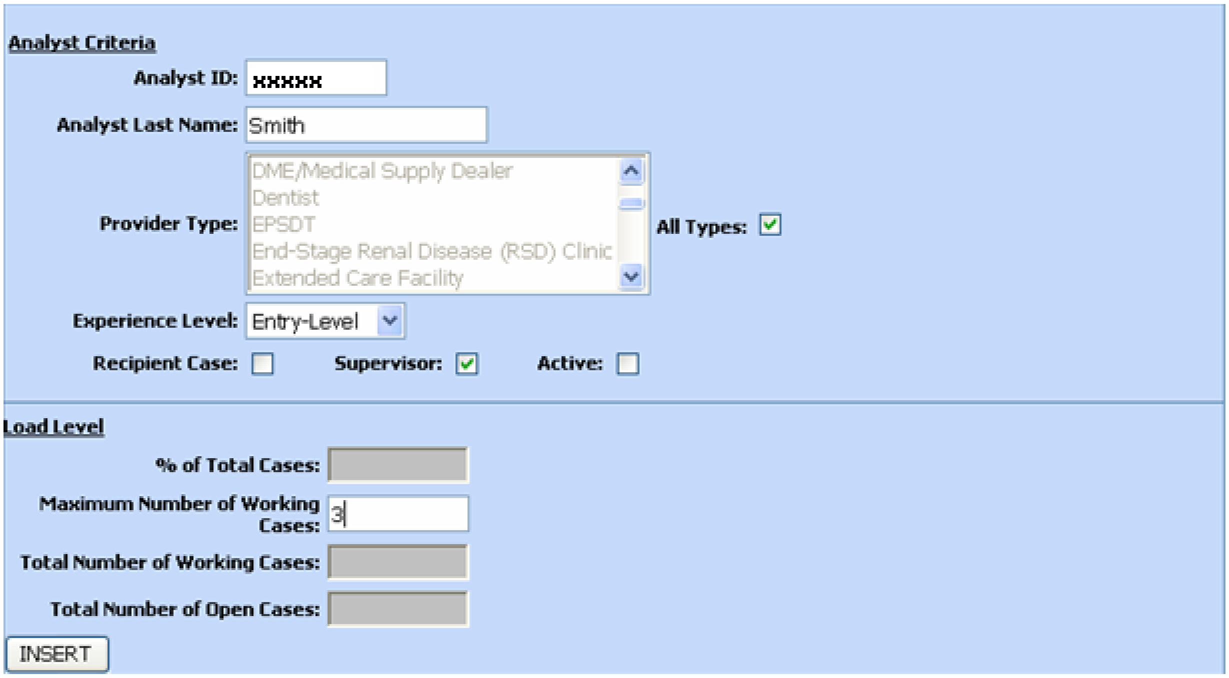
3. To add a new analyst in the Analyst List window, click the **Add** button.
4. To delete an existing analyst, select the radio button to the left of the Analyst ID and click the **Delete** button

Result: The Analyst Criteria window appears.



5.3 Analyst Criteria

The Analyst Criteria window allows the user to enter information regarding the analyst and their case load.



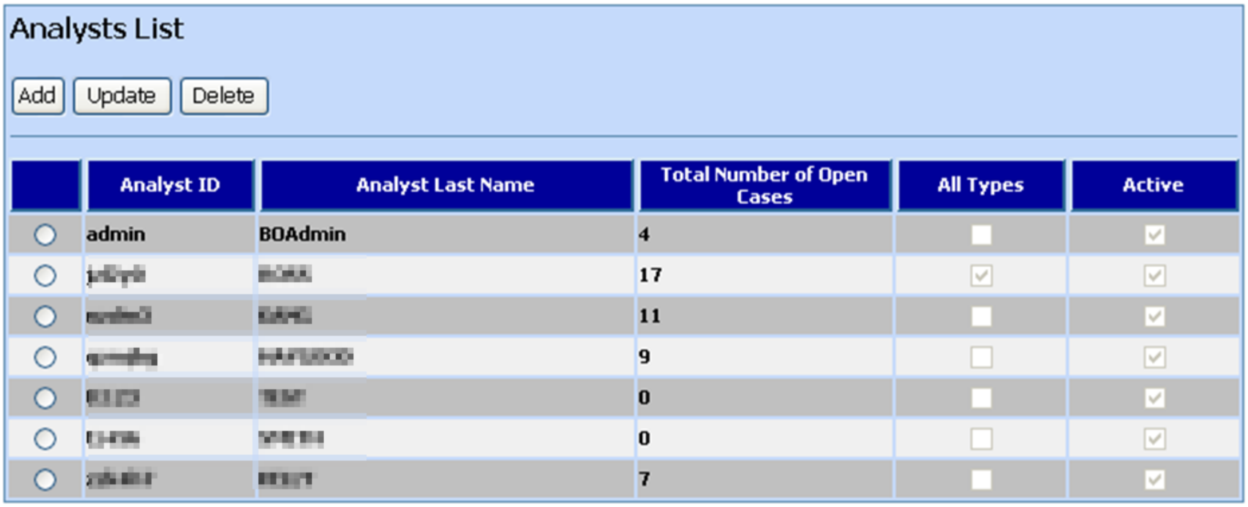
1. If adding a new analyst, enter the Analyst ID, which is usually the user ID of the analyst that is assigned for accessing interChange, DSS and other similar tools.
2. Add or update the following data items to be saved for the analyst:
   - Enter **Analyst Last Name**.
   - Select **Provider Types** for which the analyst may perform reviews. You may also select All Types if the analyst is not limited to performing reviews for specific provider types.
   - Select **Experience Level**, which can be Entry-Level, Moderate or Experienced.
   - Select **Recipient Case**, if analyst is allowed to perform such reviews. (Checked = Yes, Not Checked = No)
   - Select **Supervisor** (Checked = Yes, Not Checked = No, This field is used by the windows to only display supervisor IDs in drop-down menus. It does not give a user security access to the Supervisor Only windows.)
   - Select **Active** (Checked = Yes, Not Checked = No)
   - Enter **Maximum Number of Working Cases**.

NOTE:

The other fields listed under Load Level are system generated. These fields show a snapshot of how many cases this analyst has compared to the total cases in the system.

3. To save updated information, click the **Update** button. An Insert button is available when performing an Add. To save new information, click the **Insert** button. A Delete button is available when performing a Delete. To delete an analyst, click the **Delete** button.

Result: The Analyst Criteria List window appears.



Analysts List

Add | Update | Delete

	Analyst ID	Analyst Last Name	Total Number of Open Cases	All Types	Active
	admin	BOAdmin	4		
	[illegible]	[illegible]	17		
	[illegible]	[illegible]	11		
	[illegible]	[illegible]	9		
	[illegible]	[illegible]	0		
	[illegible]	[illegible]	0		
	[illegible]	[illegible]	7		

6. Entering/Updating Consultant and URC Member Information

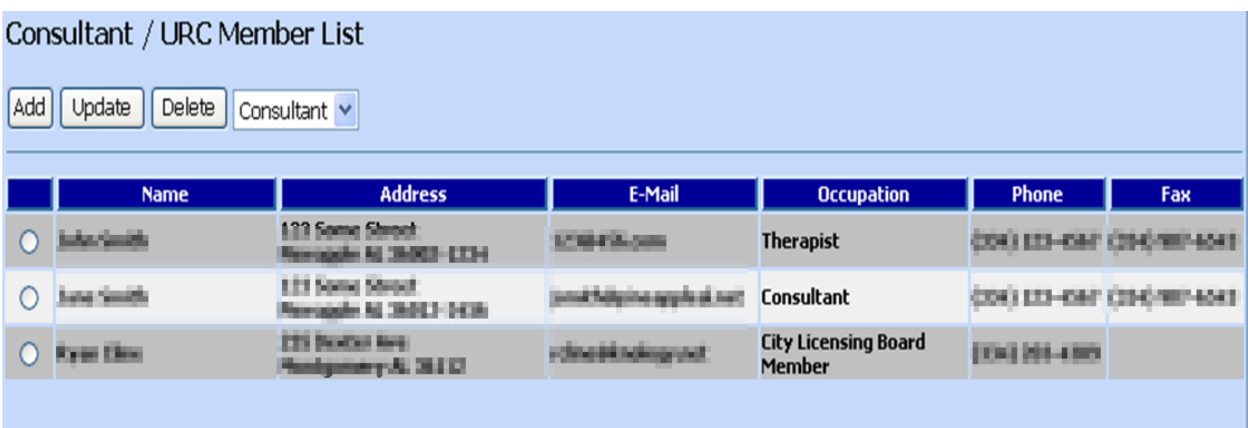
6.1 Overview

The Consultant and URC (Utilization Review Committee) member windows are used to enter or update information related to these entities. These windows are case sensitive, and the information is saved according to the case in which the information is keyed.

6.2 Consultants Listing

1. On the SURS main navigation window, click the hyperlink for **Consultant/URC Member List**:

2. Select **Consultant** from the drop-down list menu.

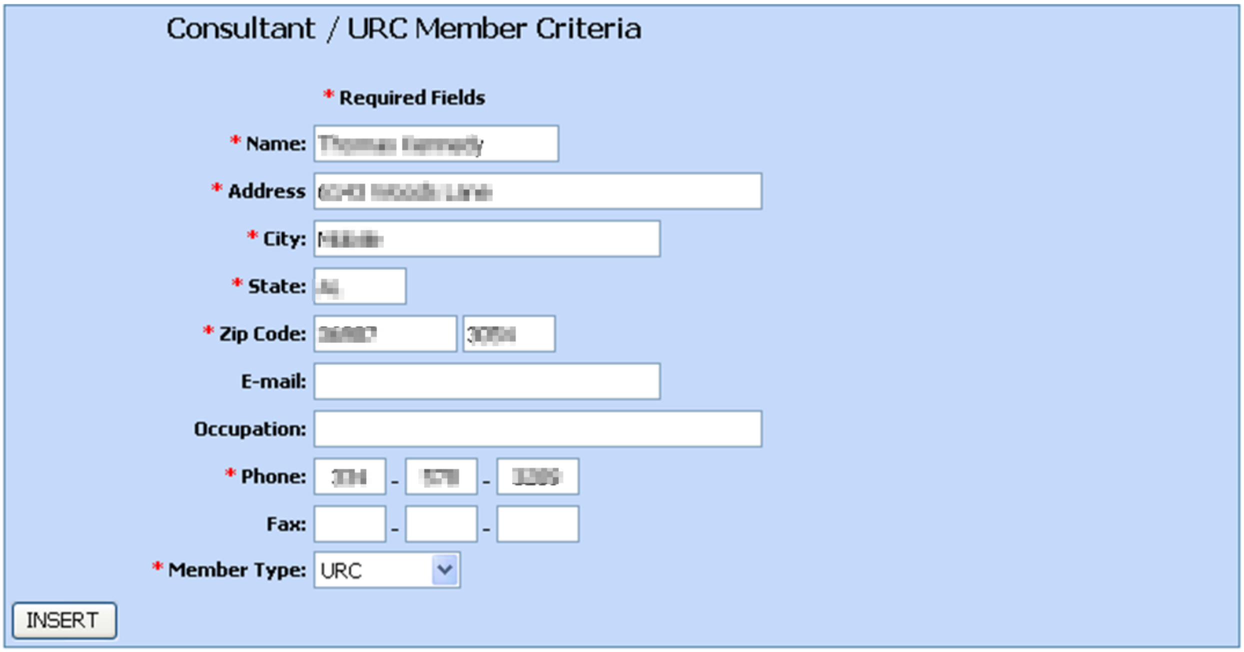


3. To update an existing consultant, select the radio button to the left of the Name field and click the **Update** button.

4. To add a new consultant, click the **Add** button

5. To delete an existing consultant, select the radio button to the left of the Name field and click the **Delete** button.

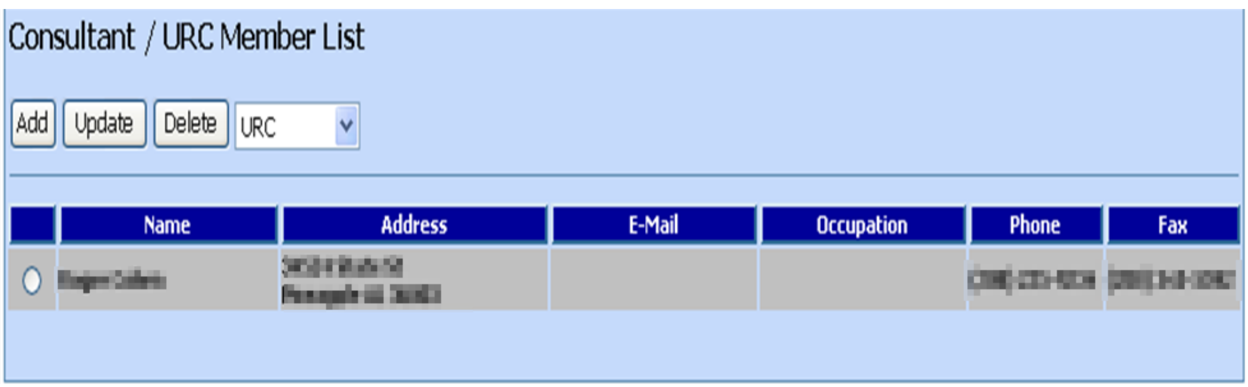
Result: The Consultant/URC Member Criteria window appears.



6.3 URC (Utilization Review Committee) Members Listing

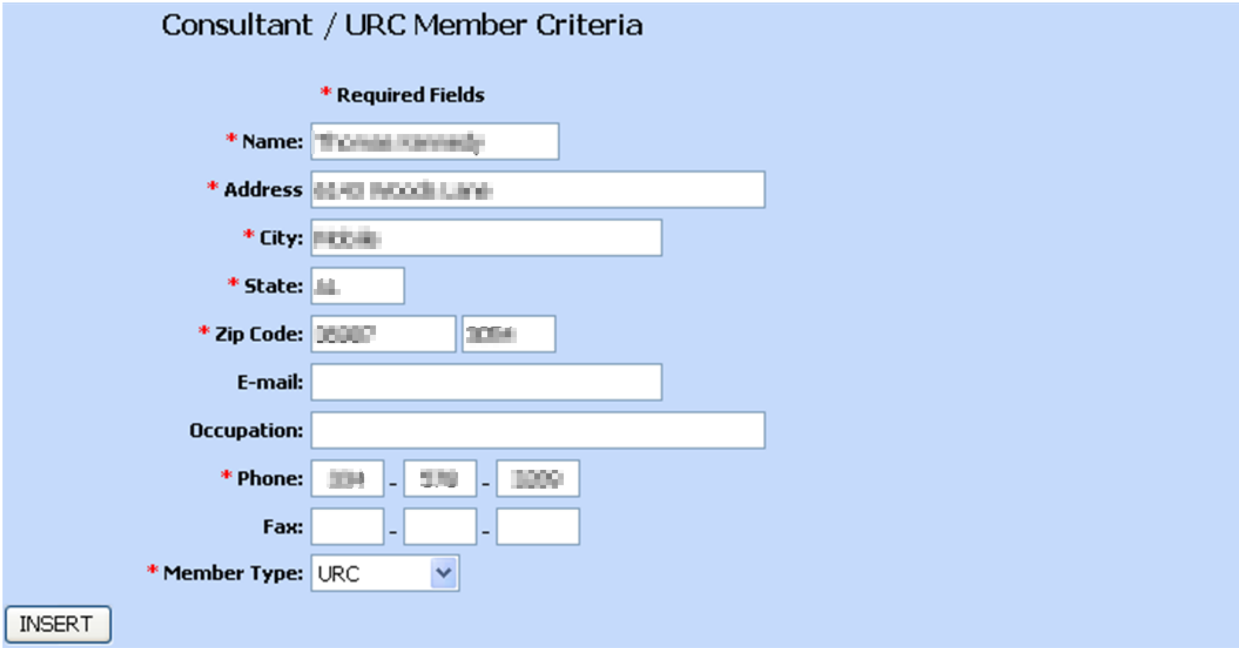
1. On the SURS main navigation window, click the hyperlink for **Consultant/URC Member List**:

2. Select **URC** from the drop-down list menu.



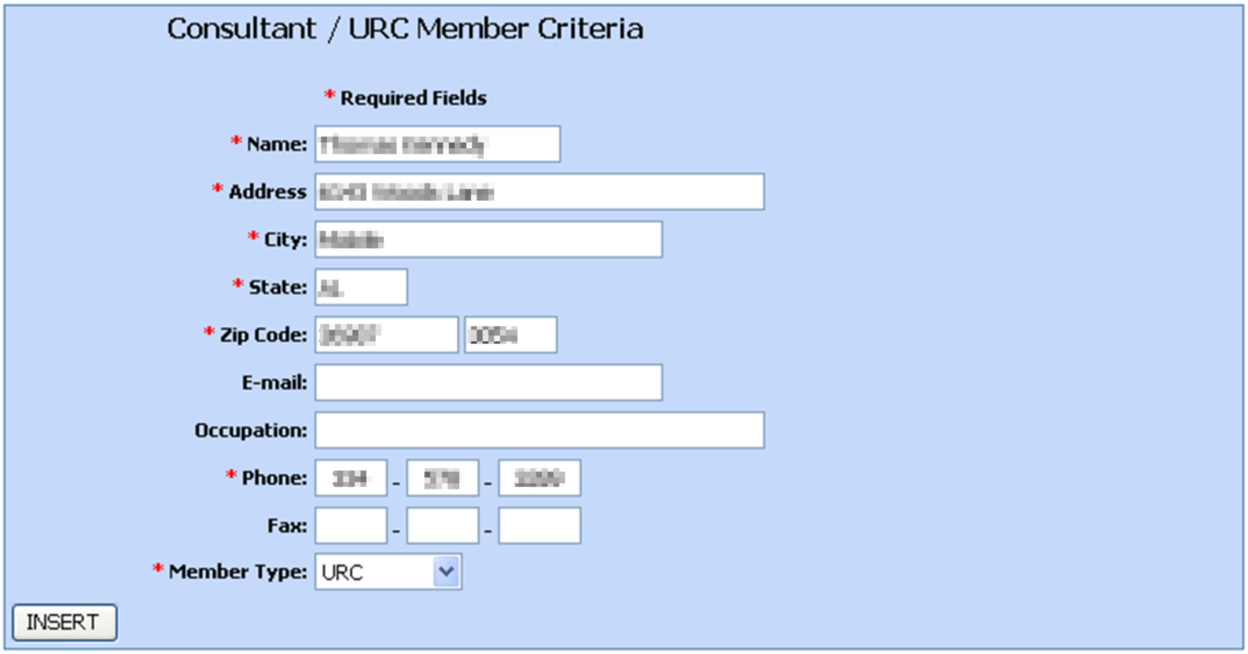
3. To update an existing URC member, select the radio button to the left of the Name field and click the **Update** button.
4. To add a new URC member, click the **Add** button.
5. To delete an existing URC member, select the radio button to the left of the Name field and click the **Delete** button.

Result: The Consultant/URC Member Criteria window appears.



6.4 Enter Consultant/URC Member Criteria

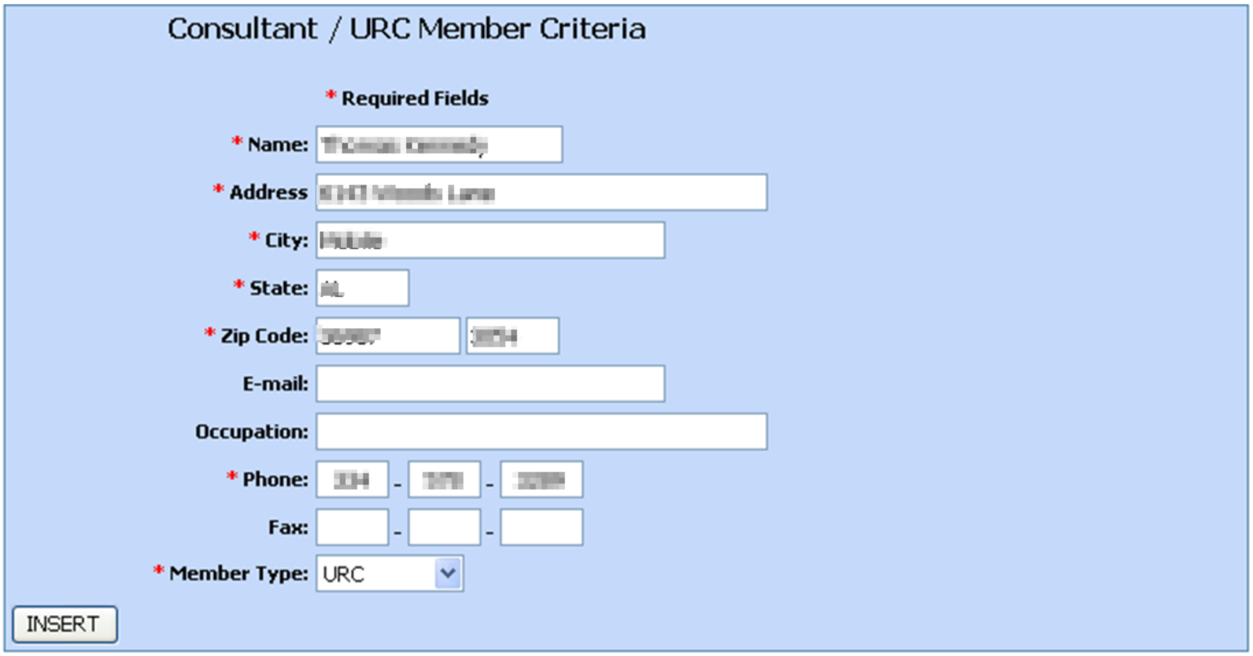
The Consultant/URC Member Criteria window allows the user to enter contact information related to a consultant or URC member.



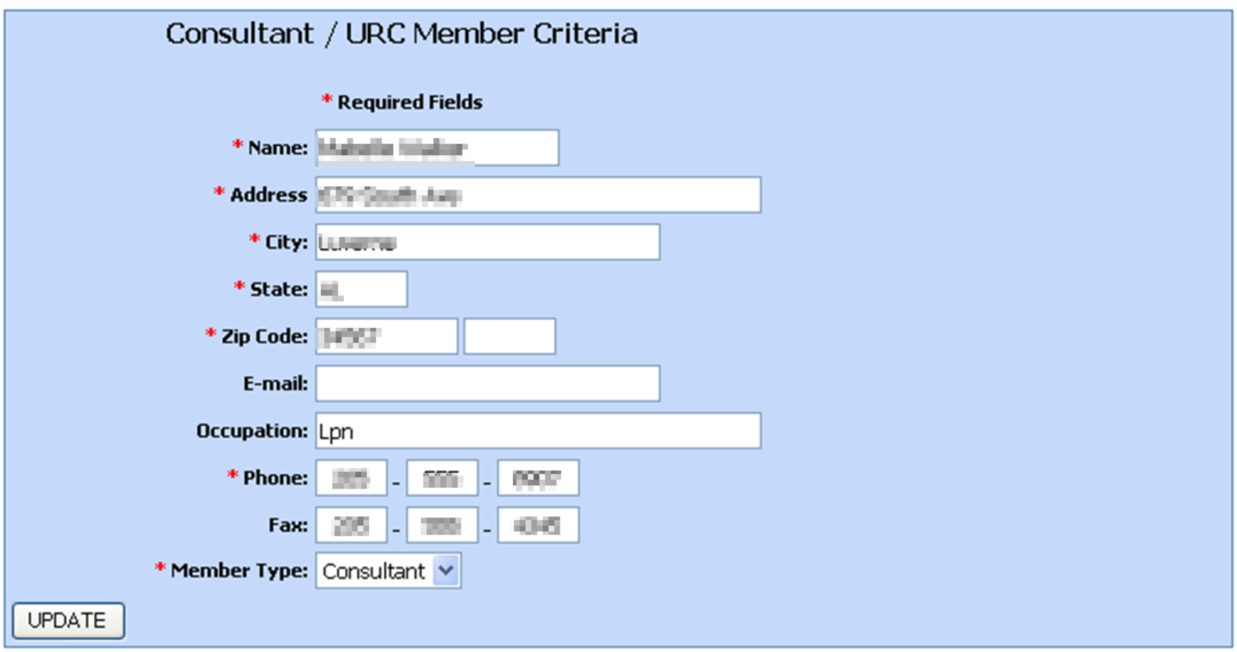
1. To Insert a new consultant or URC member enter the following information in the fields provided:

- Name
- Address
- City, State, Zip Code+4
- E-mail Address
- Occupation
- Phone and Fax Numbers
- Member Type (Consultant or URC)

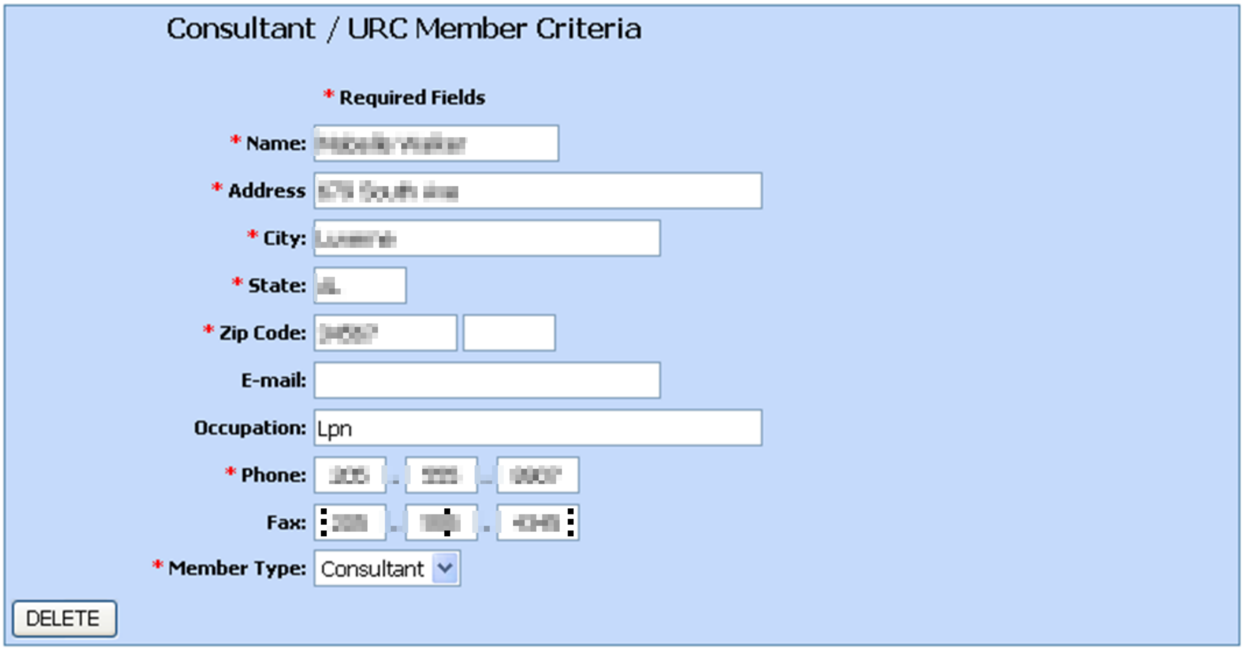
2. To save new information, click the **Insert** button.



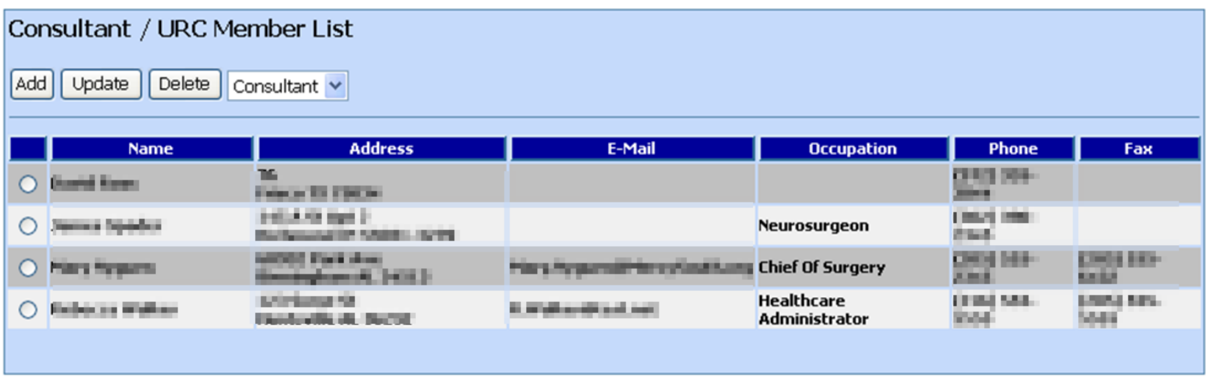
3. To update an existing consultant or URC member, enter updates in any of the fields. To save updated information, click the **Update** button.



4. To delete a consultant or URC member, click the **Delete** button.



Result: When an insert, update or delete is completed the Consultants /URC Member List window is displayed.



7. Entering/Selecting New Provider Cases

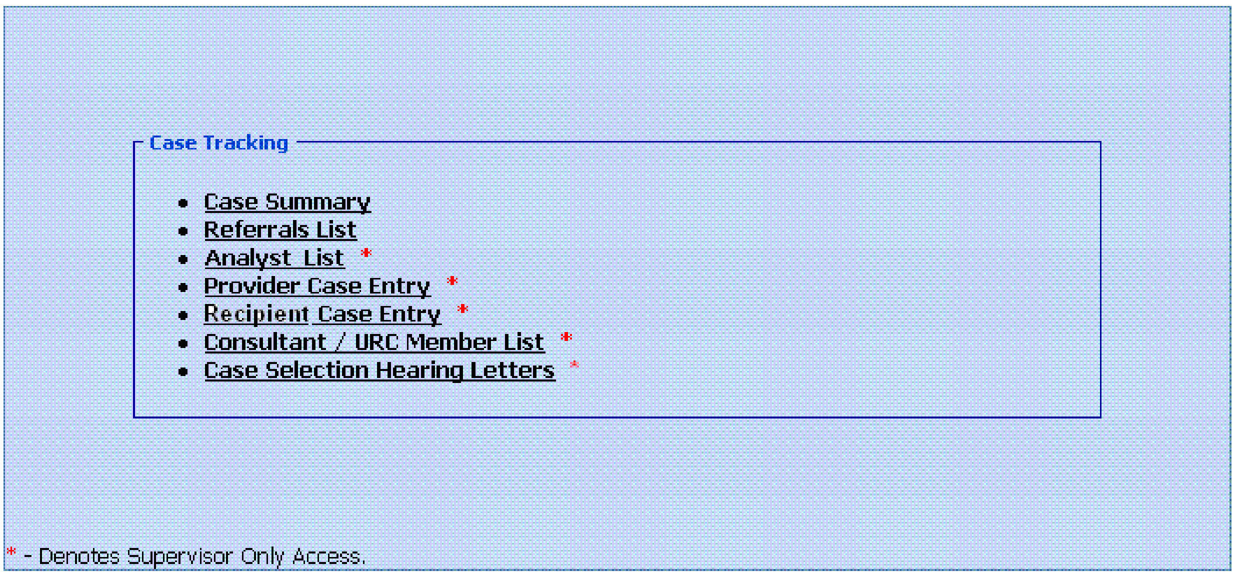
7.1 Overview

Provider case reviews can be opened for a number of reasons. DSSProfiler reports can be produced and reviewed to identify suspicious situations needing investigation or providers that have exceptions for specific cases identified by the Medicaid Agency. These cases would be entered manually into the system. Referrals can also be received from other entities that may open provider cases.

The Provider Case Entry window is the starting point for entering provider information for potential cases.

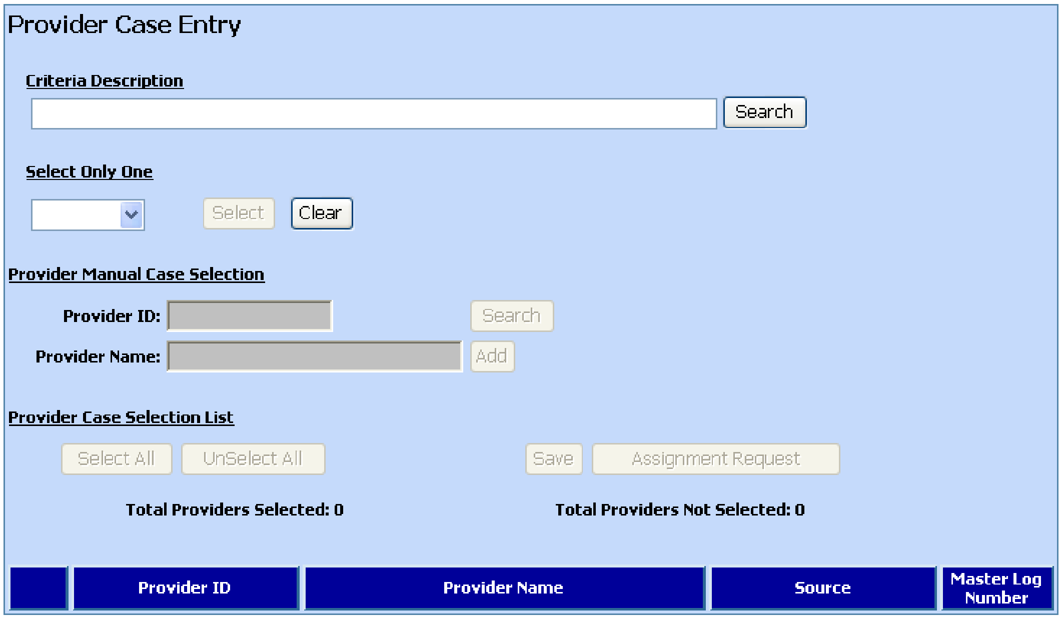
7.2 Provider Case Entry

On the SURS main navigation window, click the hyperlink for **Provider Case Entry**:



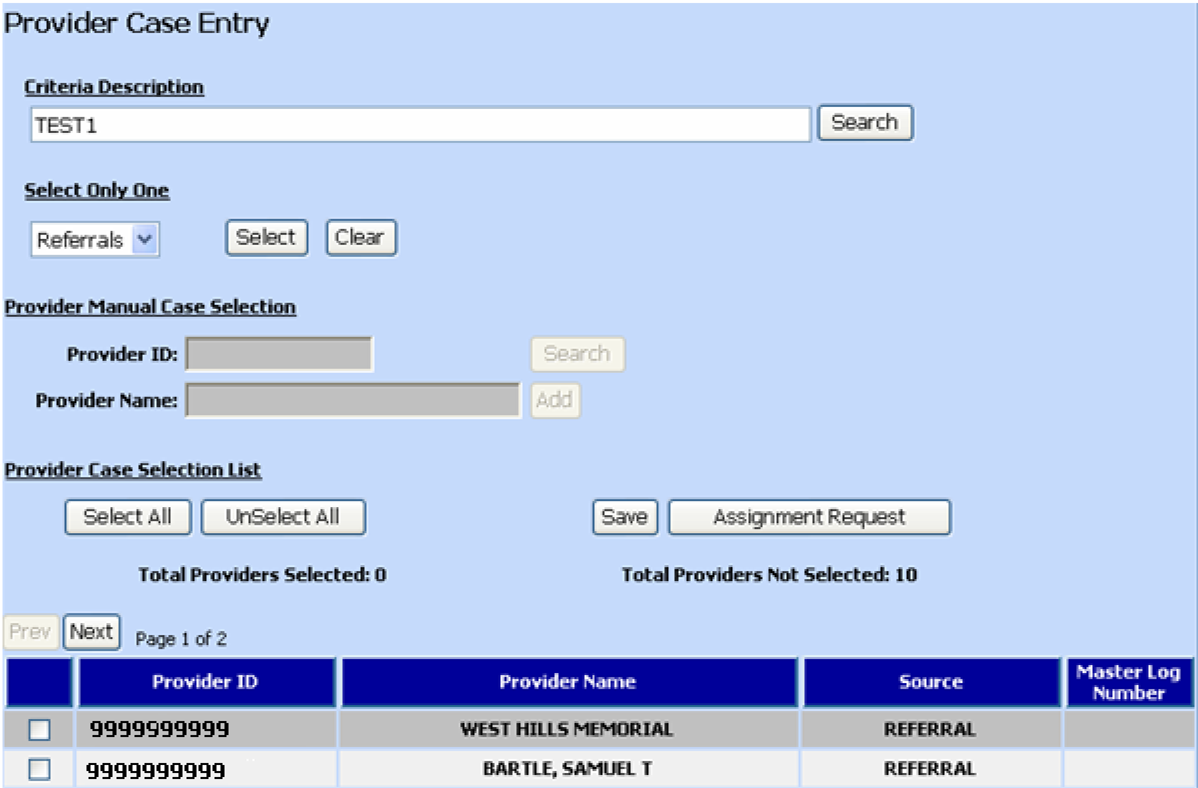
7.2.1 Provider Case Entry (by referral)

The Provider Case Entry window allows the user to create a list of potential providers that can be assigned to the case described in the Criteria Description. The case is not actually established until the assignment request button is selected. However, prior to a case opening, the user can identify and save potential providers to the list.



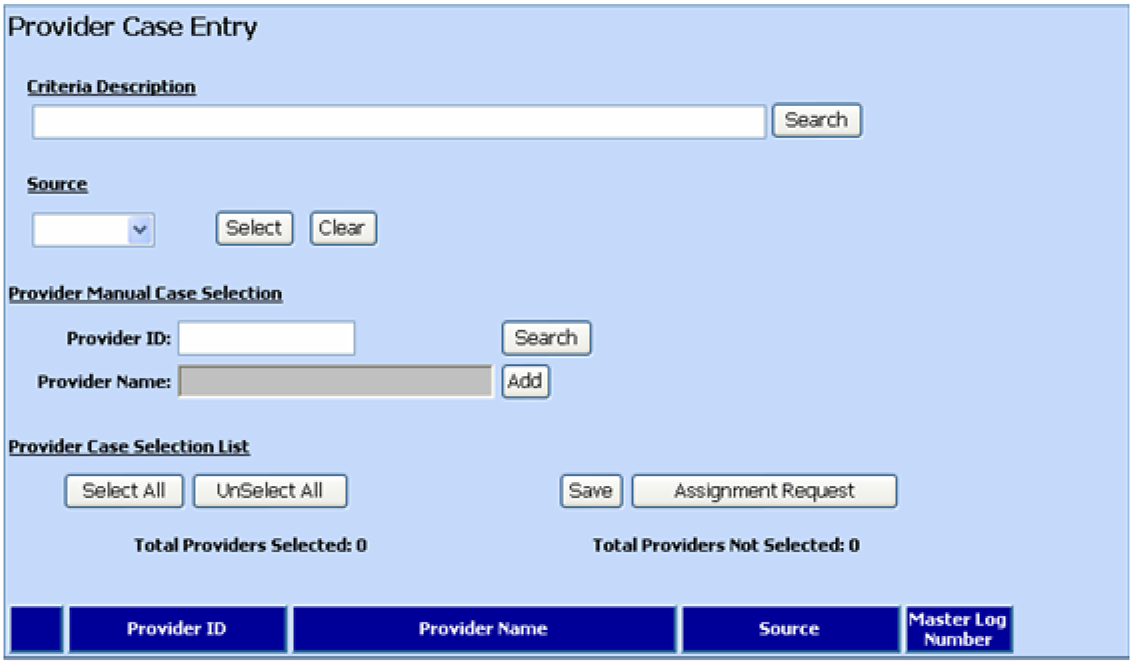
1. Enter a description for the new list of provider cases in the **Criteria Description** field.
2. Select **Referrals**, from the **Select Only One** drop-down menu.
3. If the Referrals selection is chosen, click the **Select** button and existing provider referrals that have not been assigned cases appear in the list at the bottom of the window. Select the applicable provider or providers by using the **Select All** button or by clicking the check box next to the applicable provider.
4. At the bottom of the window, the system returns the referral providers that were selected.
5. If too many or too few are displayed, click the **Clear** button to enter new criteria.
6. When the results are satisfactory, click the **Save** button to save the selected list along with the selected criteria. This only saves a list of the providers for the description displayed. This is a potential case list.

Result: The criteria and the list of providers are saved and the user remains on Provider Case Entry window.



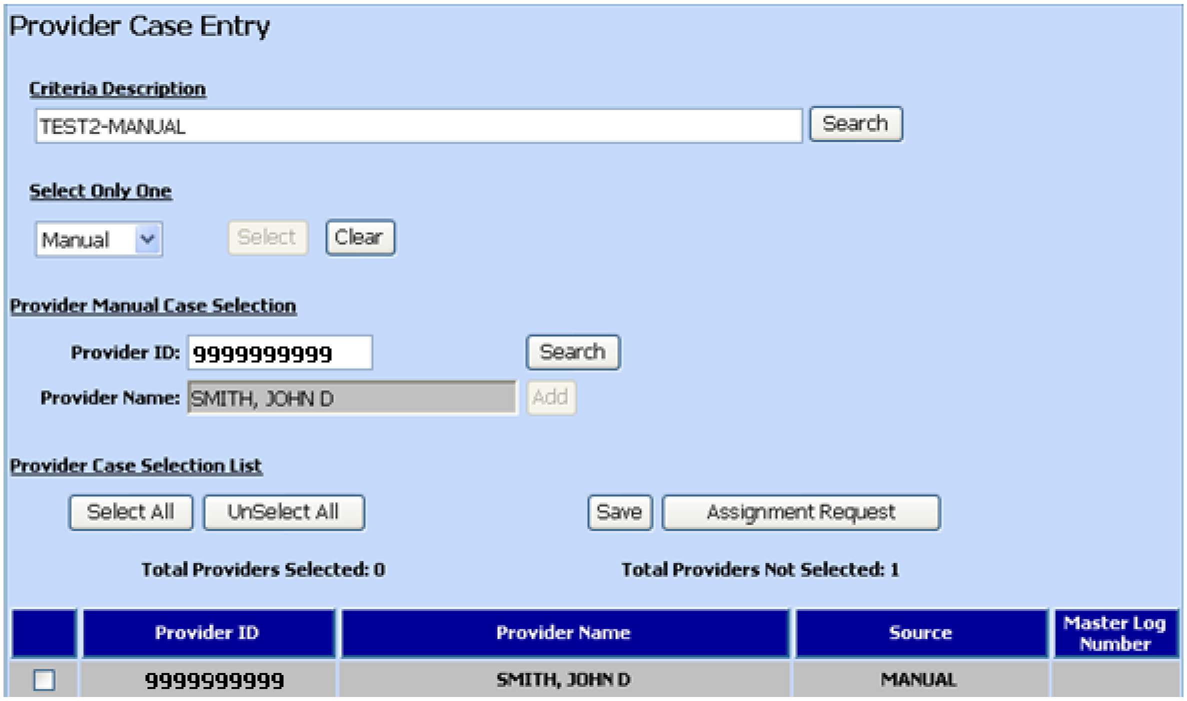
7.2.2 Provider Case Entry (manual)

Manual cases may be entered to create a new list of providers or providers may be added to an existing list for cases which do not have an assigned Master Log Number.



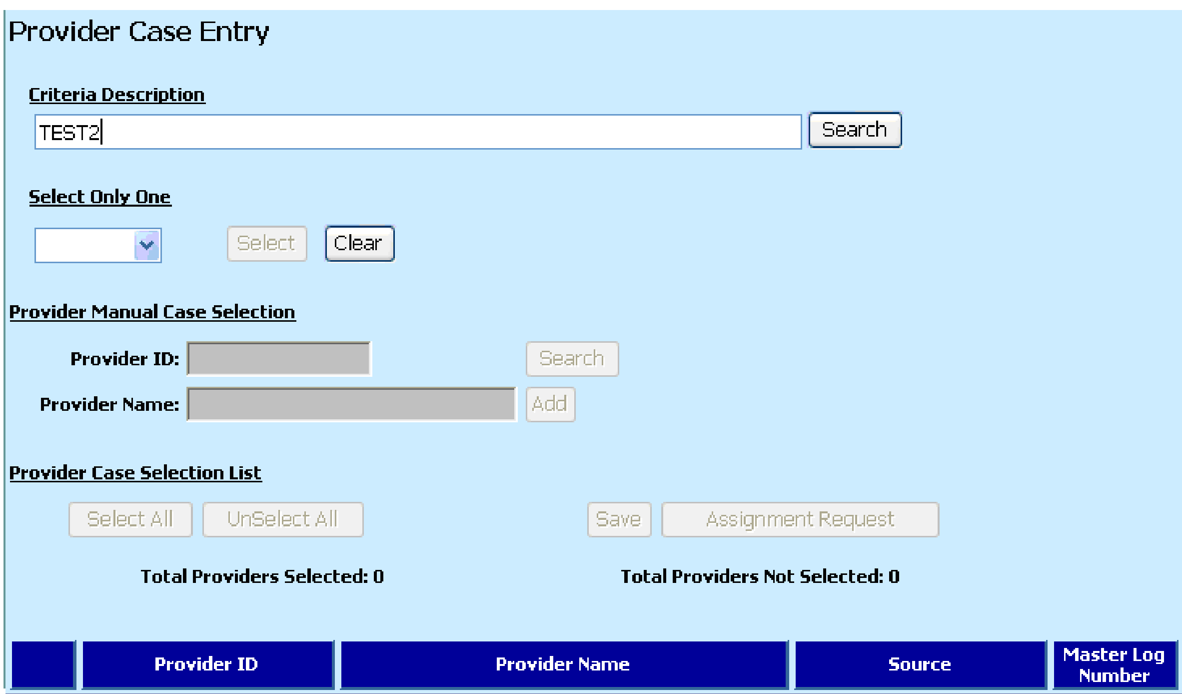
1. To enter a list of providers manually, enter a description for the new list of provider cases in the **Criteria Description** field and select **Manual** from the **Select Only One** drop-down menu.
2. Enter the Provider Number or Medicaid Provider number of the provider in the **Provider ID** field in the Provider Manual Case Selection area of the window and click the **Search** button.
3. If the system finds the number, the name of the provider is displayed in the **Provider Name** field. If not, an error message is displayed.
4. If the correct provider was entered, click the **Add** button to insert the provider into the list of potential provider cases.
5. Continue to add providers until results are satisfactory, then click the **Save** button to save the selected list along with the selected criteria.

Result: The criteria and the list of providers are saved and the user remains on the Provider Case Entry window.



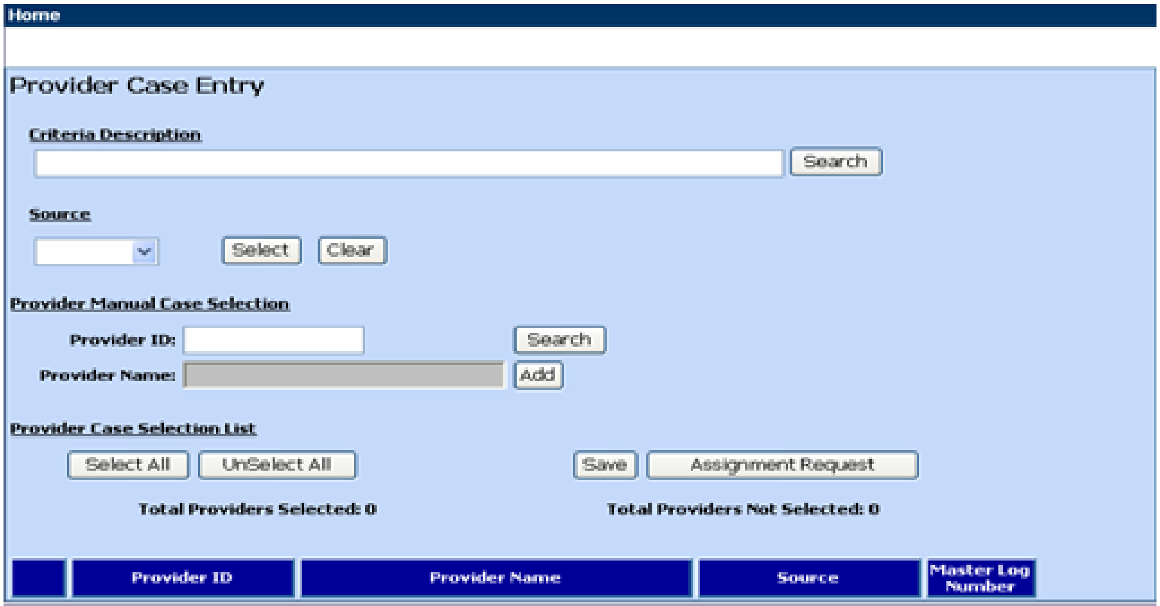
7.2.3 Search for Previously Saved Case List

On the Provider Case Entry window, by entering at least a portion of the criteria description and clicking the **Search** button shown beside the Criteria Description field, users can retrieve provider case criteria and the associated list of providers:



7.2.4 Provider Case Entry (select providers for case review)

Before a Master Log Number can be assigned from the Provider Case Entry window, the user must select providers for which the system is to create cases.

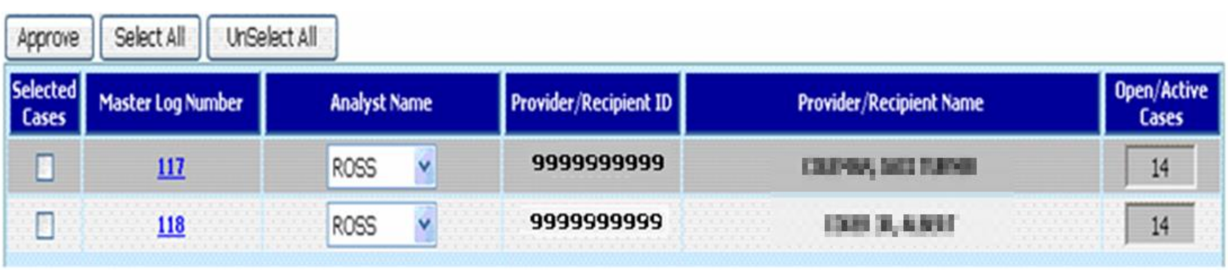


NOTE:

Only click on the Assignment Request button when you are sure you want to create the cases. After this button has been clicked, the criteria and the list of selected providers cannot be modified.

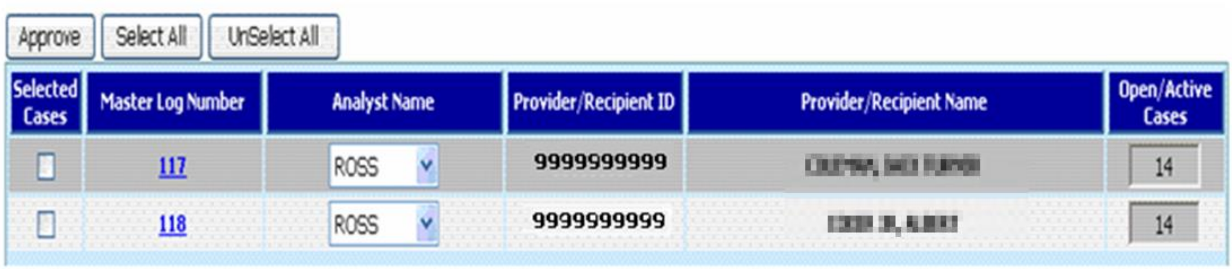
1. To individually select the providers, click the check box to the left of each **Provider ID**.
2. Click the **Select All** button to select all the providers at once or click the **UnSelect All** button to deselect all the providers at once.
3. The user may click the **Save** button to save the information entered at any time.
4. When the list has been finalized, click the **Assignment Request** button to create the case. If the list and selected providers have not been saved when the Assignment Request button is clicked, the system automatically performs a save.
5. The system assigns a Master Log Number to the selected providers and creates the appropriate directory structure used by the Case File tabs on the Case Summary window.

Result: After the cases have been created, the Case Assignment Verification window appears.



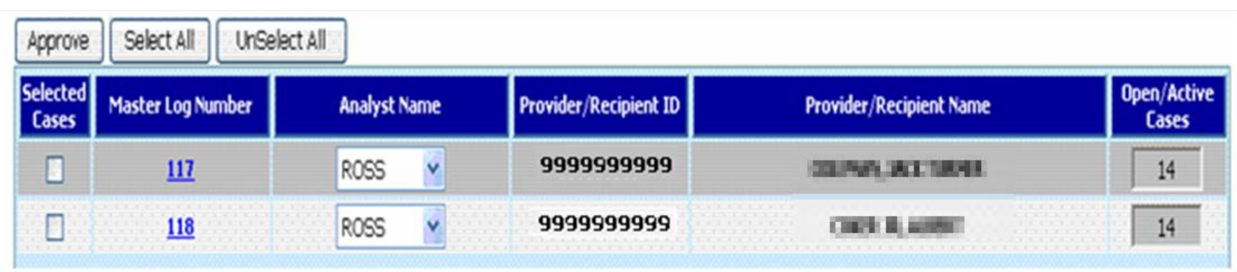
7.2.5 Case Assignment Verification

The Case Assignment Verification window displays all the cases that were automatically assigned by the system to SUR analysts:



1. The system uses the analyst criteria entered through the Analyst Criteria List windows to assign the new cases to SUR analysts.
2. The user can override these assignments by changing the name of the assigned analyst in the **Analyst Name** drop-down menu.
3. After reviewing the cases and the associated analysts, the user clicks the check box next to the **Master Log Number** hyperlink.
4. Alternately, the user may click the **Select All** button to place check marks in all the boxes, or click the **UnSelect All** button to clear all the check boxes.
5. When the assignments are finalized, the user clicks the **Approve** button to assign the appropriate cases to the selected analysts.

Result: The selected analysts are assigned to the new cases. The user remains on the Case Assignment Verification window with the check boxes grayed out for any previously assigned cases.



8. Entering/Selecting New Recipient Cases

8.1 Overview

Recipient case reviews can be opened for a number of reasons. DSSProfiler reports can be produced and reviewed to display the most aberrant users of the Medicaid system. These cases would be entered manually into the system. Referrals can also be received from other entities that may open recipient cases.

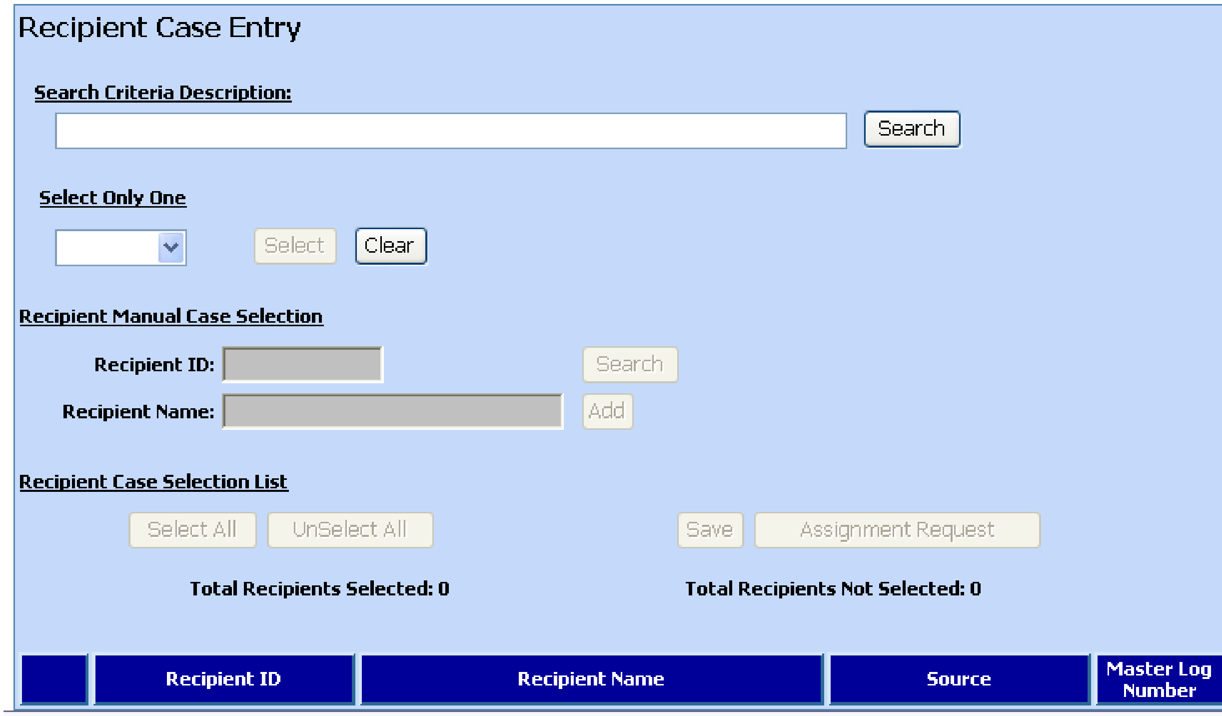
The Recipient Case Entry window is the starting point for entering recipient information for potential cases.

8.2 Recipient Case Entry

On the SURS main navigation window, click the hyperlink for **Recipient Case Entry**:

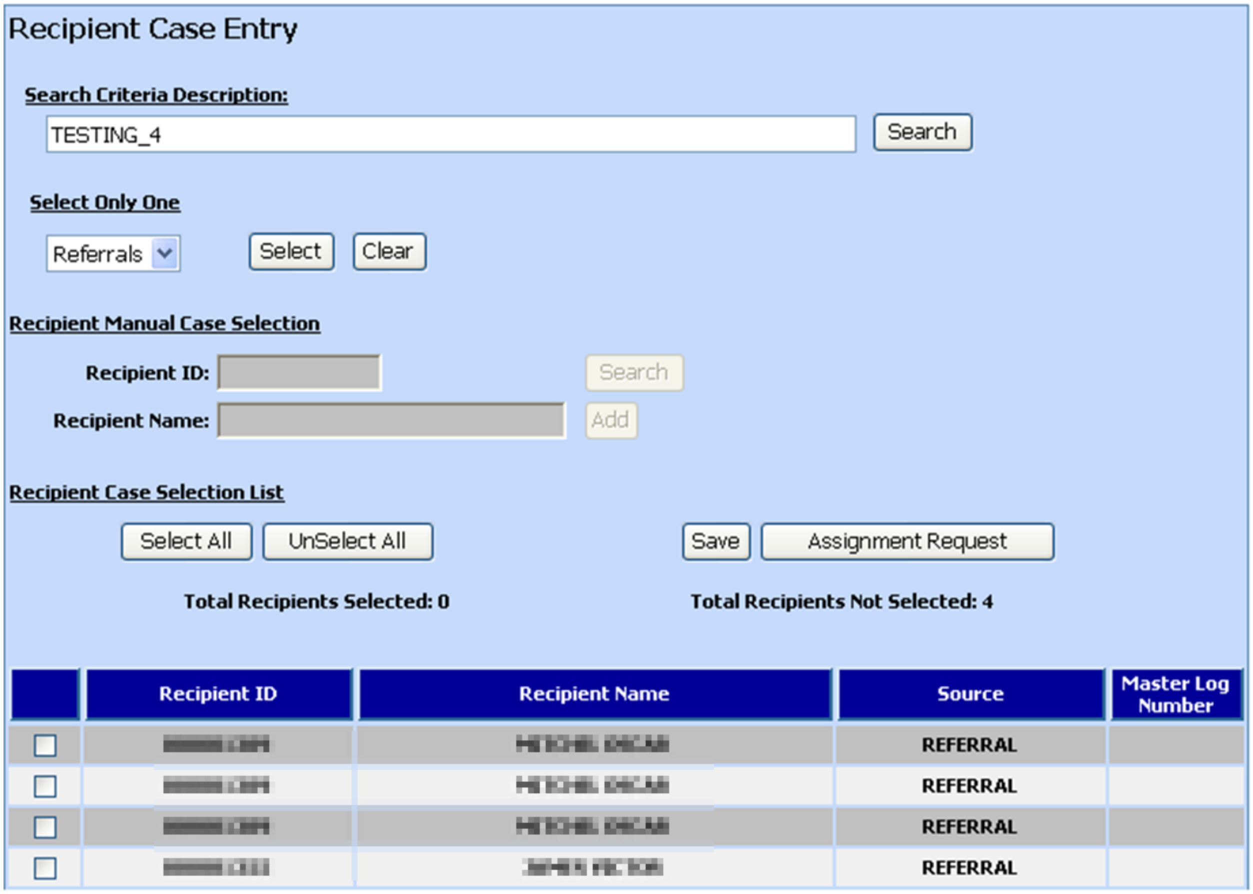
8.2.1 Recipient Case Entry (by referral)

The Recipient Case Entry window allows the user to create a list of potential recipients that can be assigned to the case described in the Search Criteria Description. The case is not actually established until the assignment request button is selected. However, prior to a case opening, the user can identify and save potential recipients to the list.



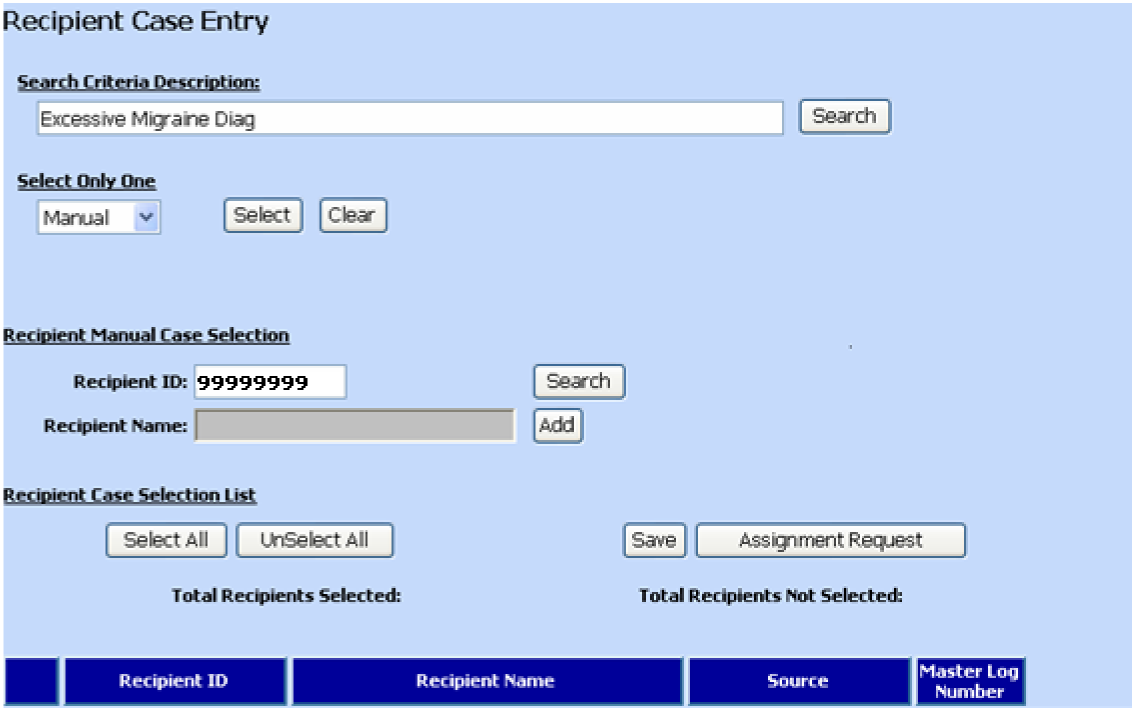
1. Enter a description for the new list of recipient cases in the **Search Criteria Description** field.
2. Select **Referrals** from the **Select Only One** drop-down menu.
3. If the Referrals selection is chosen, click the **Select** button and the existing referrals that have not been assigned cases appear in the list at the bottom of the window. Select the applicable recipient or recipients by using the **Select All** button or by clicking the check box next to the applicable recipient.
4. At the bottom of the window, the system returns the recipients that were selected.
5. If too many or too few results are displayed, click the **Clear** button to enter new criteria.
6. When the results are satisfactory, click the **Save** button to save the selected list along with the selected criteria. This only saves a list of the recipients for the description displayed; this is the potential case list.

Result: The criteria and the list of recipients are saved and the user remains on the Recipient Case Entry window.



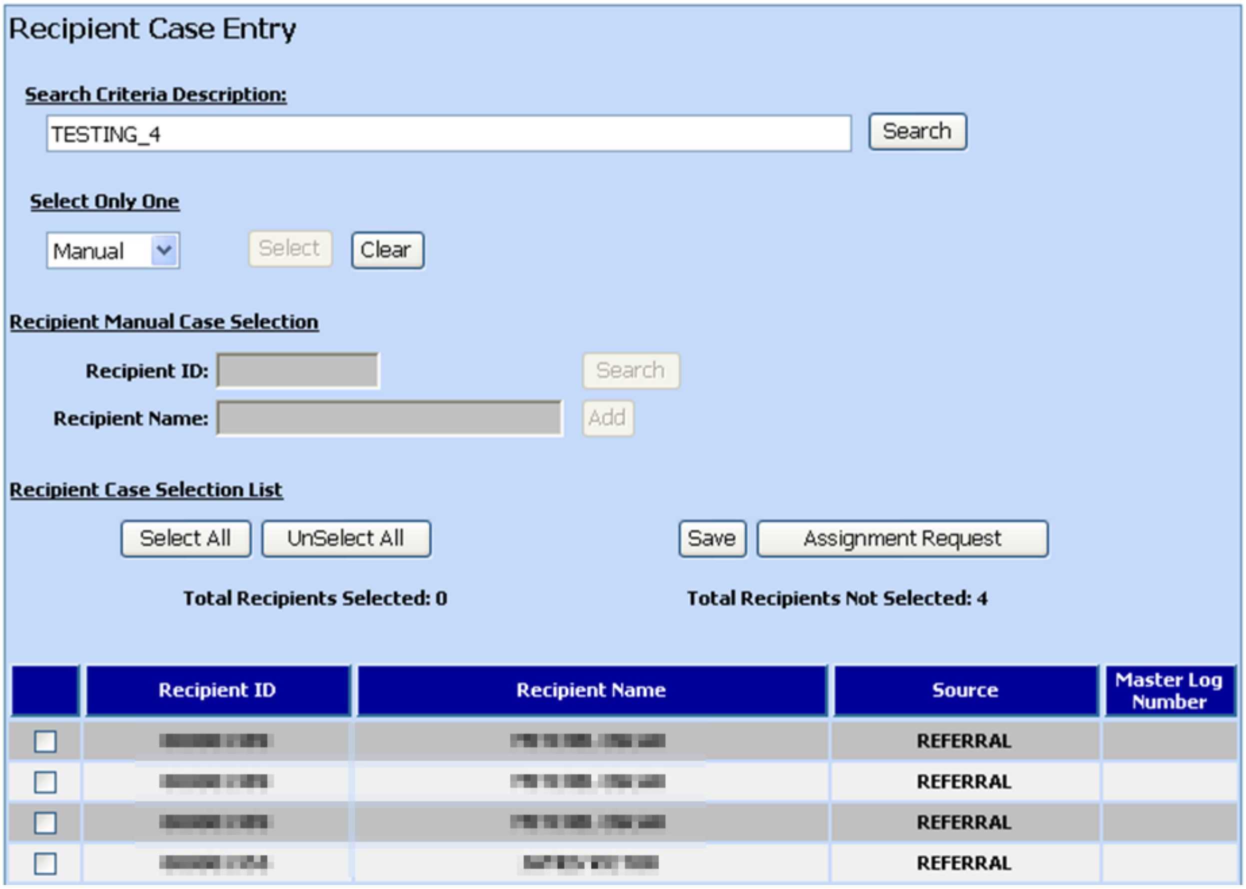
8.2.2 Recipient Case Entry (manual)

Manual cases may be entered to create a new list of recipients or recipients may be added to an existing list for cases which do not have an assigned Master Log Number.



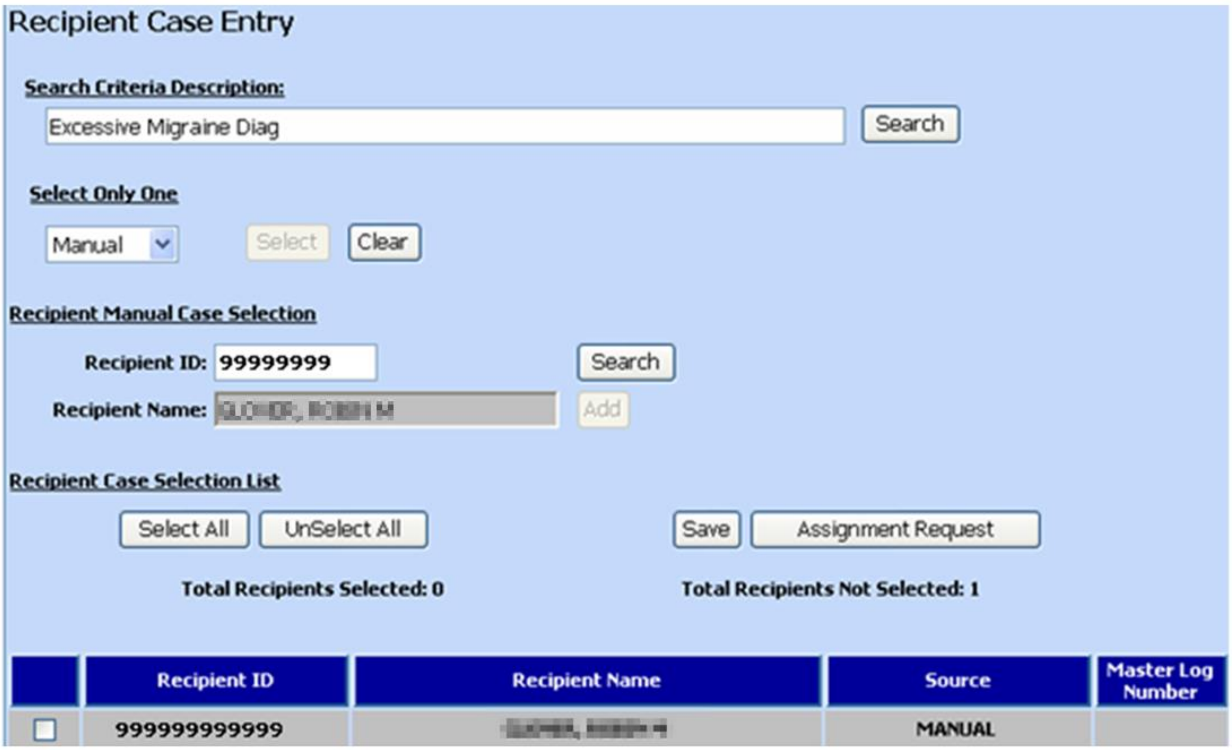
1. Enter a description for the new list of recipient cases in the **Search Criteria Description** field.
2. To enter a new list of recipients for potential cases, select **Manual** from the **Select Only One** drop-down menu.
3. Enter the **Medicaid number** of the recipient in the **Recipient ID** field in the Recipient Manual Case Selection area of the window and click the **Search** button.
4. If the system finds the number, the name of the recipient is displayed in the **Recipient Name** field. If not, an error message is displayed.
5. If the correct recipient was entered, click the **Add** button to insert the recipient into the list of potential recipient cases.
6. Continue to add recipients until results are satisfactory, then click the **Save** button to save the select list along with the selected criteria.

Result: The criteria and list of recipients are saved and the user remains on the Recipient Case Entry window.



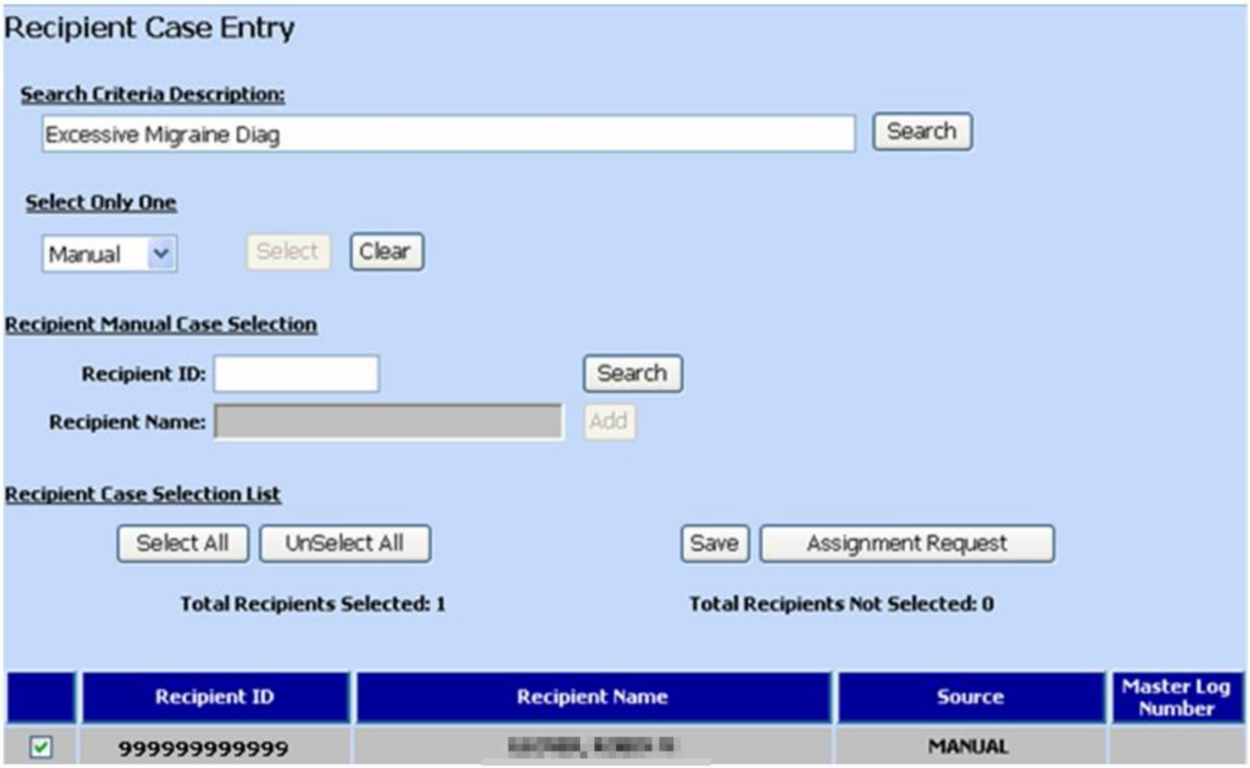
8.2.3 Search for Previously Saved Case List

By entering at least a portion of the Search Criteria Description and clicking the Search button shown beside the Search Criteria Description field, users can retrieve recipient case criteria and the associated list of recipients:



8.2.4 Recipient Case Entry (select recipients for case review)

1. Before a Master Log Number can be assigned, from the Recipient Case Entry window, the user must select recipients for which the system is to create cases.

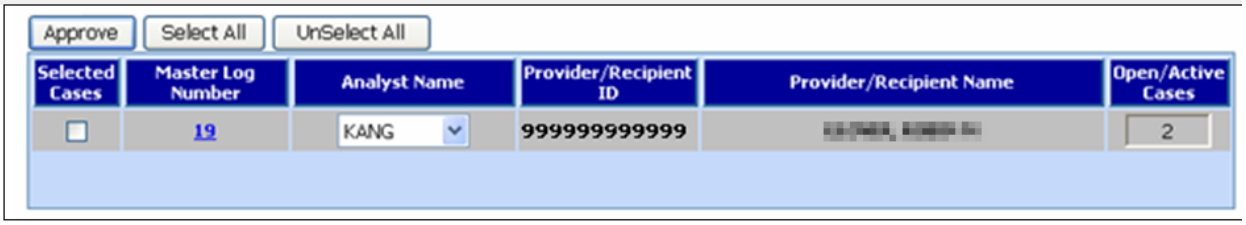


NOTE:

Only click on the Assignment Request button when you are sure you want to create the cases. After this button has been clicked, the criteria and the list of selected recipients cannot be modified.

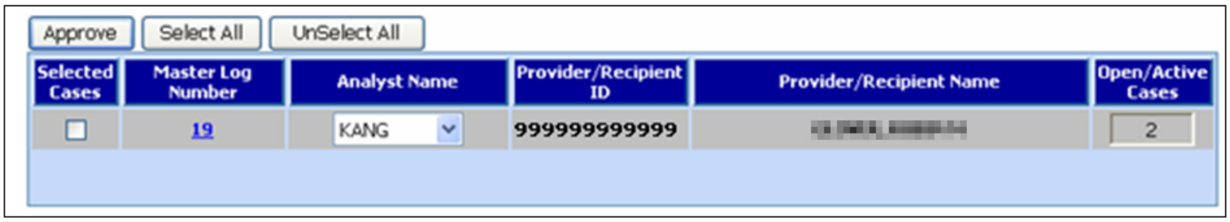
2. To individually select the recipients, click the check box next to the left of each **Recipient ID**.
3. Click the **Select All** button to select all the recipients at once or click the **UnSelect All** button to deselect all the recipients at once.
4. The user may click the **Save** button to save the information entered at any time.
5. When the list has been finalized, click the **Assignment Request** button to create the case. If the list and selected recipients have not been saved when the Assignment Request button is clicked, the system automatically performs a save.
6. The system assigns a Master Log Number to the selected recipients and creates the appropriate directory structure used by the Case File tabs on the Case Summary window.

Result: After the cases have been created, the Case Assignment Verification window appears.



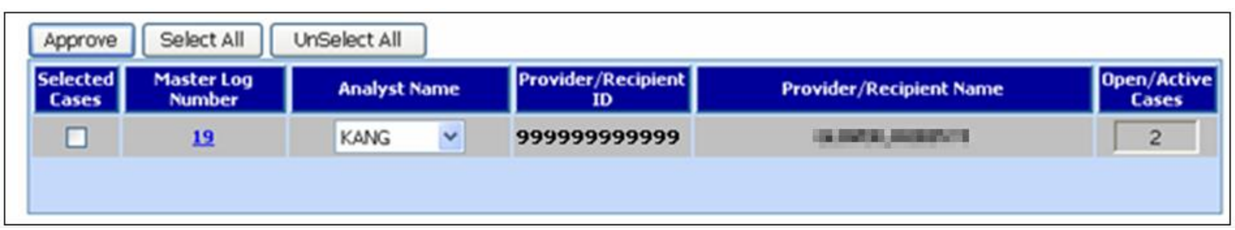
8.2.5 Case Assignment Verification

The Case Assignment Verification window displays all the cases that were automatically assigned by the system to SUR analysts.



1. The system uses the analyst criteria entered through the Analyst Criteria windows to assign the new cases to SUR analysts.
2. The user can override these assignments by changing the name of the assigned analyst in the **Analyst Name** drop-down menu.
3. After reviewing the cases and the associated analysts, the user clicks the check box next to the **Master Log Number** hyperlink.
4. Alternately, the user may click the **Select All** button to place check marks in all the boxes, or click the **UnSelect All** button to clear all the check boxes.
5. When the assignments are finalized, the user clicks the **Approve** button to assign the appropriate cases to the selected analysts.

Result: The selected analysts are assigned to the new cases. The user remains on the Case Assignment Verification window with the check boxes grayed out for any previously assigned cases.



9. Entering New Referrals

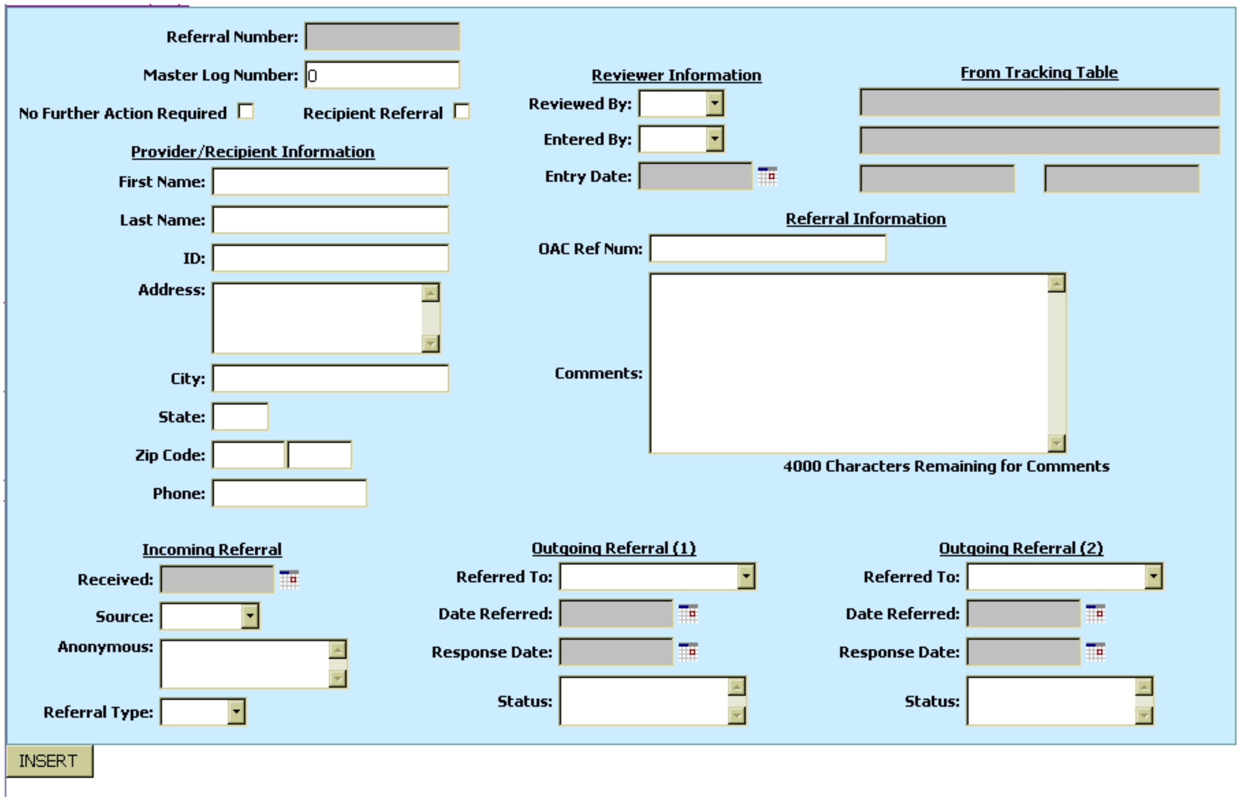
9.1 Overview

The Referral window is used to enter new referrals. These referrals may be received from other entities, such as complaints regarding a particular provider, or concerning recipients that are abusing the Medicaid system. The Referral window is also used to update and delete referrals. These functions are only available from the Referrals tab on the Case Summary window.

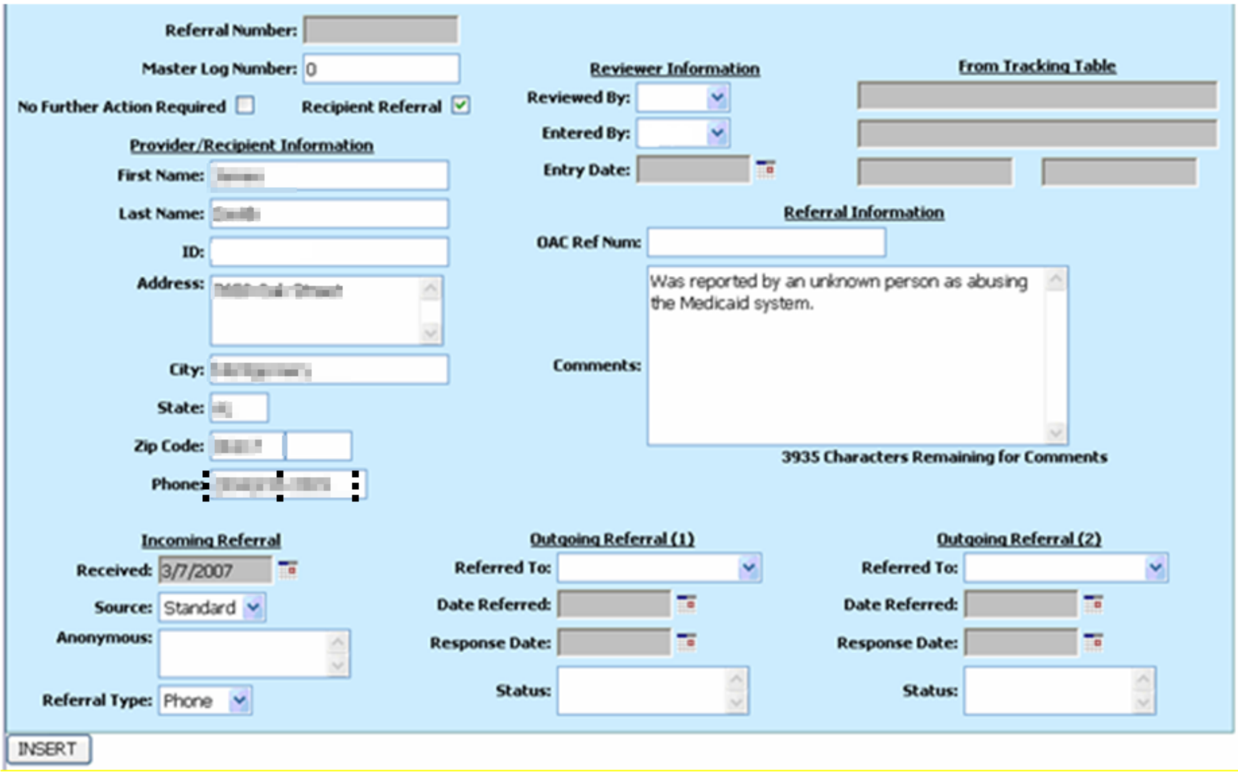
9.2 Referral Entry

The user may enter new referrals as they are received from other entities. Referrals are assigned to Master Log Number zero (0) until an official case has been created and the referral has been associated to a case. Referrals that are created but not assigned to a case are listed when creating a case using the referral drop down selection.

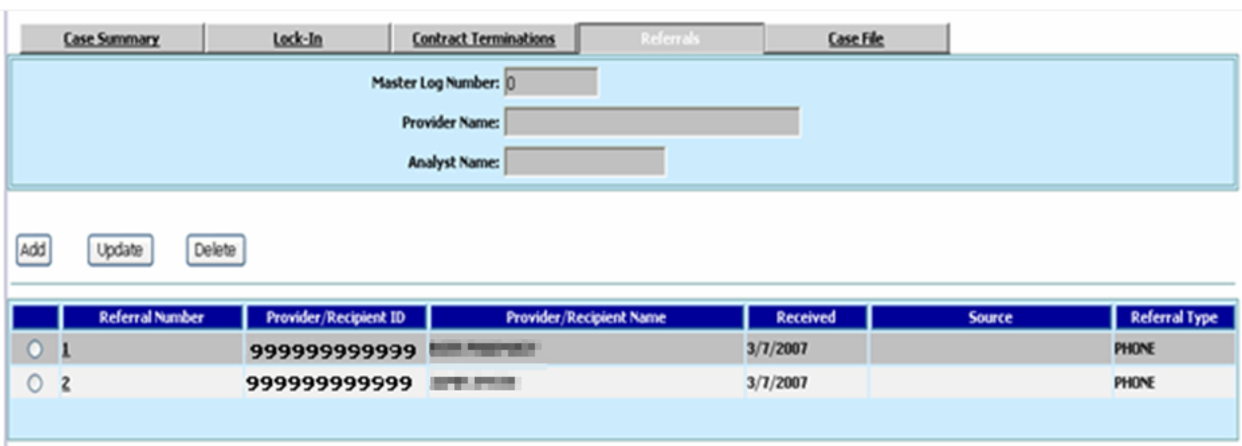
1. On the SURS main navigation window, click the hyperlink for **Referrals List**:



2. Enter the **Provider/Recipient** and **Referral** information into the appropriate fields.
3. Click the **Insert** button to save the information.



Result: The referral information is saved along with an auto-generated referral number to be used to reference this information. After the insert, the Referrals tab of the Case Maintenance window appears to show the entire list of referrals that have not been assigned to a case (master log number is 0).



The user may select a radio button for a referral and perform an update or delete. In this case the associated referral data is displayed on the Referrals List window for the user to update or delete. The user may also select the insert button to add another referral. In this case a blank Referrals List window is displayed for the user to enter referral data. From the Referrals tab shown above, the user may click on the referral number link from the ‘Referral Number’ column to view the related referral information. The Add, Update or Delete button must be selected from this window in order to update referral data based on the button selected.

NOTE:

The No Further Action Required checkbox for a referral indicates if a case may potentially be opened in the future. If it is checked, the referral will not be brought into the list of selected cases on the Provider or Recipient Case Selection windows when the selected **Select Only One** drop-down value is **Referrals**. In addition, whether the checkbox is checked or not, the referral will still be listed on the Referrals tab of the Case Summary Window.

10. Updating Case Information

10.1 Overview

The Case Summary windows display research information related to a specific Master Log Number or case. Tabs are used to display the different sets of information as they relate to the case. There are a total of five tabs including:

- Case Summary
- Lock-In
- Contract Terminations
- Referrals
- Case File

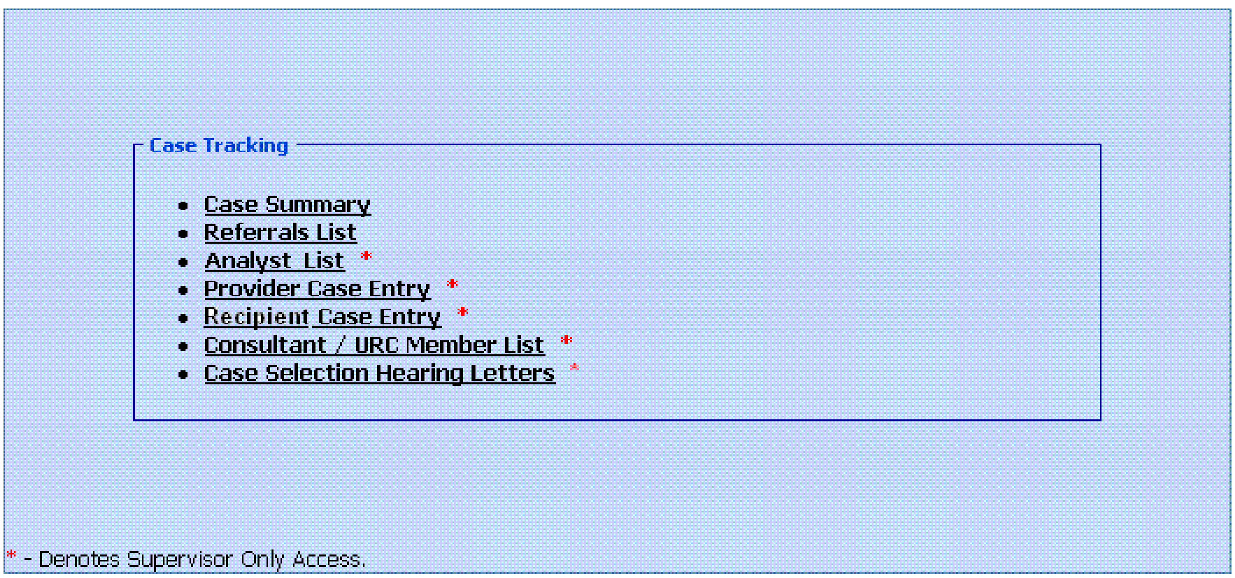
Each of these tabs are described in the sections that follow.

10.1.1 Case Summary Tab

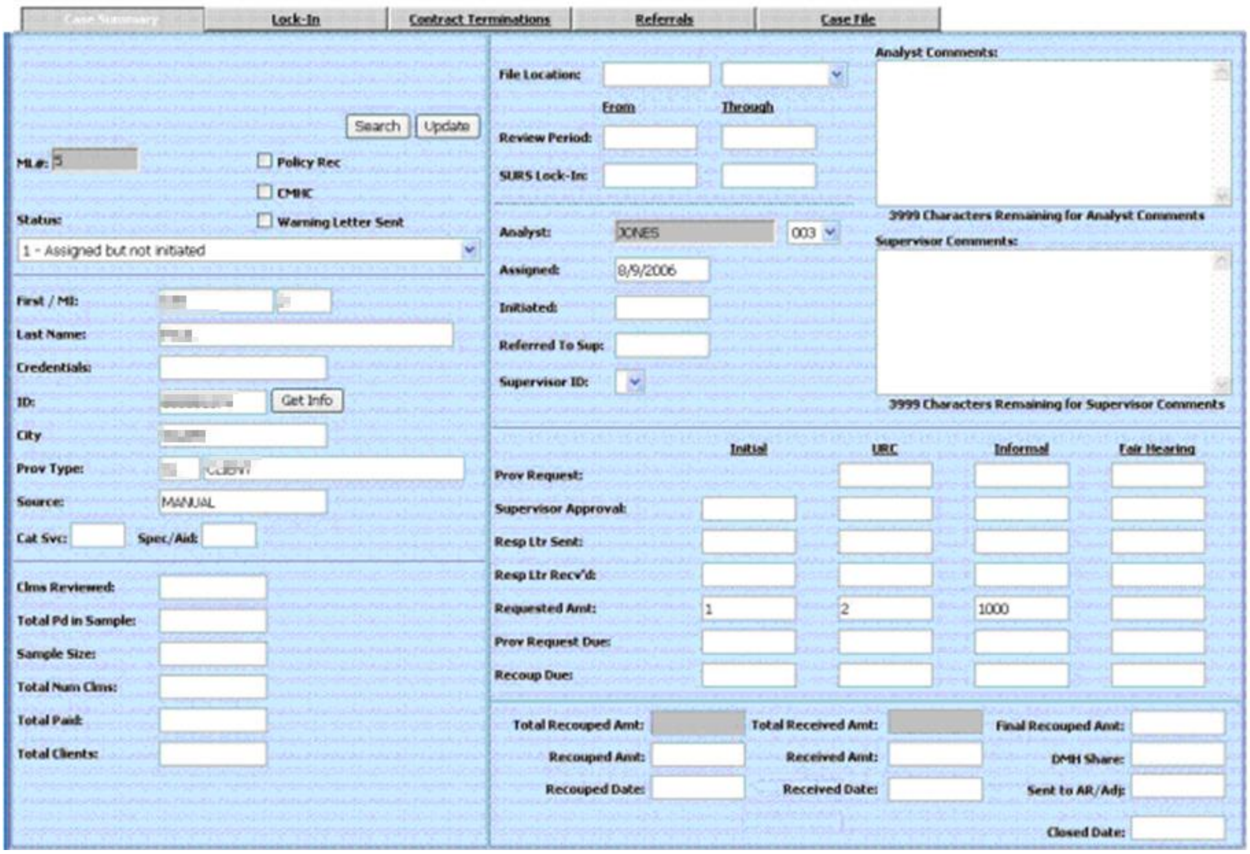
The Case Summary tab is the main case tab. Different versions of this window have been designed for supervisors and analysts; based on their security clearances. Supervisors have greater access to view and change information than do analysts. As a case moves through different phases the related dates and amounts can be recorded, as well as analyst information and comments. The status of the case is also updated using this window.

To change information on the Case Summary tab, an authorized user follows these steps:

On the SURS main navigation window, click the hyperlink for **Case Summary**:



On the Case Tracking page, select the **Case Summary** tab:

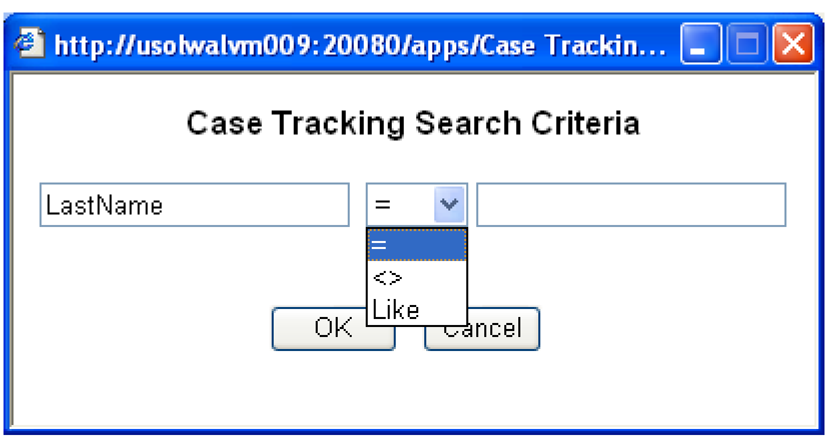


10.1.2 To Search for a Specific Case

The user can search on any field on the Case Summary tab.

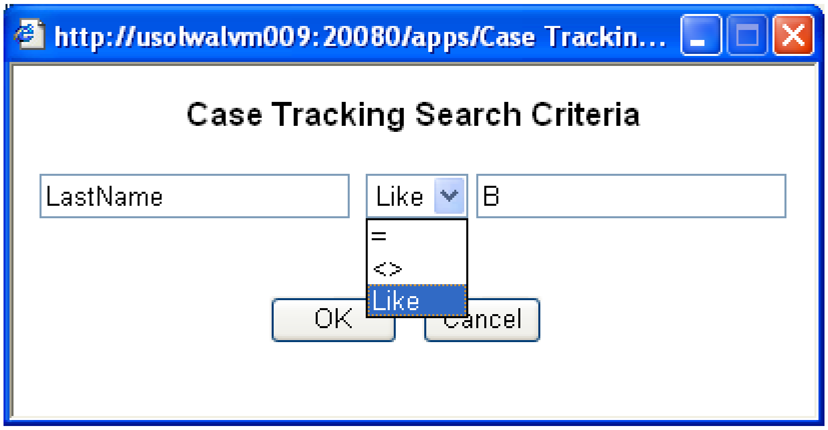
1. Click in any field on the Case Summary tab. (This includes the ML# field, although it is grayed out.)
2. Click on the **Search** button.

Result: A search pop-up window appears.



3. Select an operator from the drop-down menu to identify the condition of the search to perform, such as an equal, not equal or like condition on the search criteria.

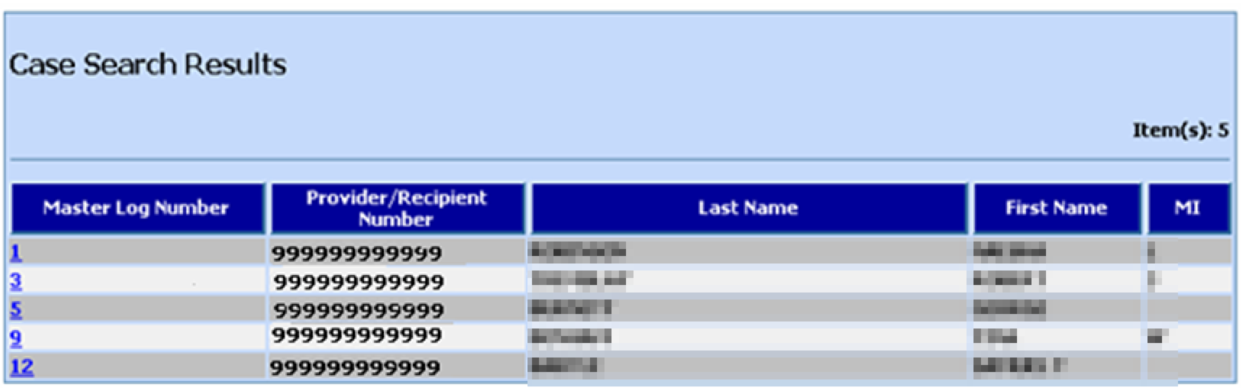
Example: In the following example, the user is searching by LastName and has selected the 'like' operator as the condition.



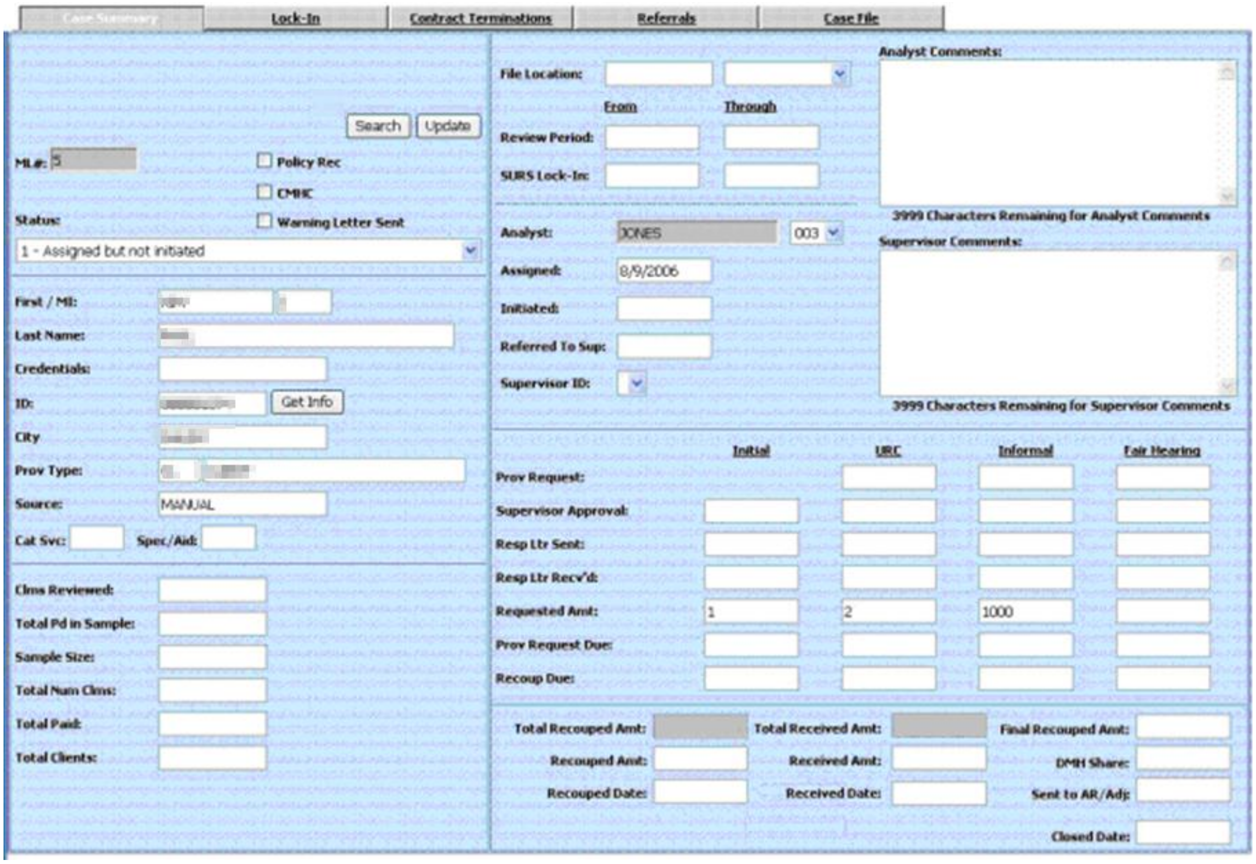
4. Enter the search criteria in the text box.

Example: In the example above, the search is for Last Names that contain the letter 'B'

5. Click the **OK** button or press Enter.
6. If more than one case returns from the search, the system displays all the relevant cases with the matching criteria. If only one case matches the search criteria, the user is taken directly to the Case Summary window for that case.
7. If there was more than one case returned from the search, the Case Search Results window displays. Click on the **Master Log Number** hyperlink from the displayed list to gain access to that case.



Result: The Case Summary Tab window for that specific case appears.



8. Make appropriate changes to the case data.

NOTE:

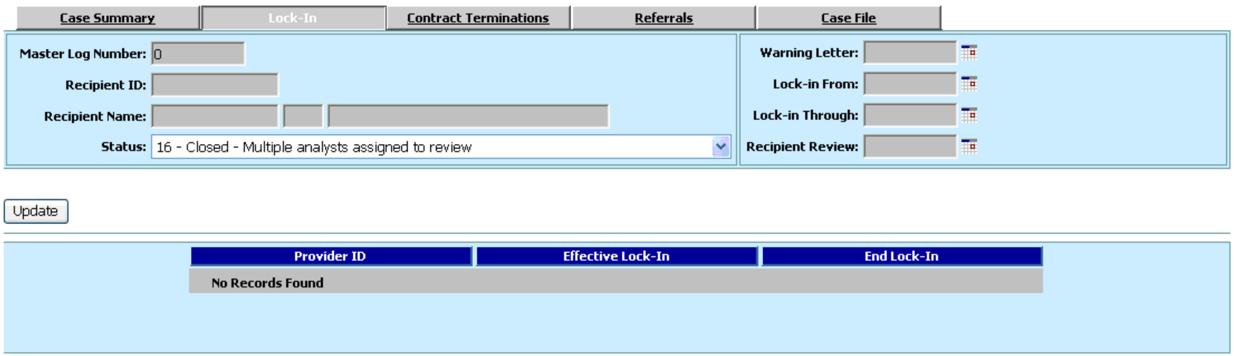
If data is grayed out that means your security clearance does not authorize you to change it.

9. To save the changes, click the **Update** button. The Update button appears on all Master Log Numbers EXCEPT zero (0). No updates are allowed on the Case Summary tab for Master Log Number 0.

Result: Information is updated on the current tab. Additionally, changes to fields shared among tabs, such as Analyst, Last Name, Comments, and SURS Lock-In dates, are updated on all tabs.

10.1.3 Lock-In Tab

The Lock-in tab displays information related to the recipient's lock-in status for a particular Master Log Number. The user maintains lock-in for a case by using this screen. Since this screen is only used to lock in a recipient to a provider, it is a one to one relationship. All information entered or displayed in the top portion of the window is related to the Case Tracking system only and is not the same lock-in data in the MMIS or DSS Recipient Subsystem. The data displayed in the bottom portion of the window is related to recipient lock-in information found in DSS data warehouse.



1. To update the existing Lock-in tab information, update the information in the top portion of the window.
2. Click the **Update** button.

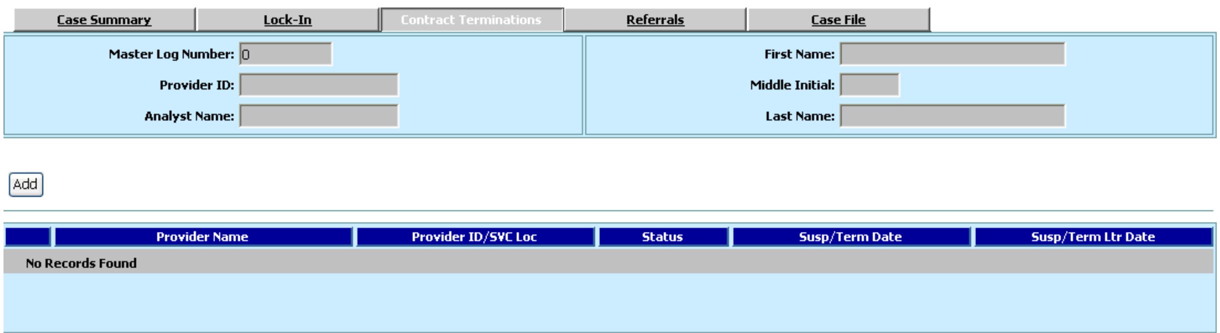
Result: Saved information is displayed on the Lock-in tab and the Case Summary tab. If lock-in information exists in the DSS warehouse, it is displayed in the bottom section of the screen.

10.2 Contract Termination Tab

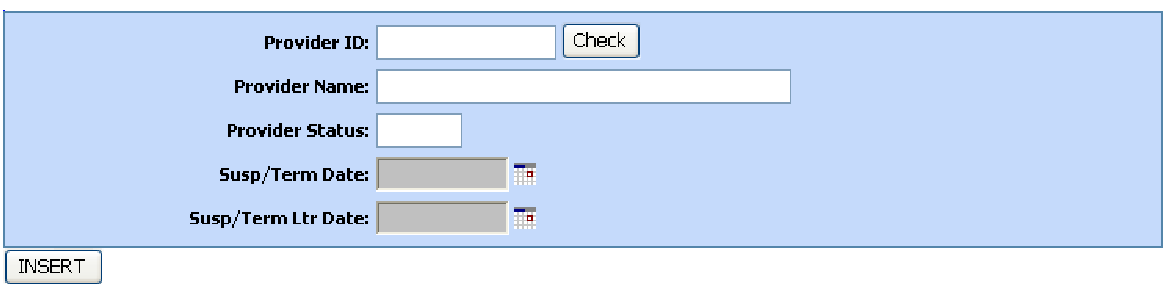
The Contract Termination Tab lists the provider numbers that have been suspended as a result of the findings of the case. This tab allows the user to enter, change, delete, or just view existing suspended provider information for a particular Master Log Number.

10.2.1 Entering a New Suspended Provider Number

1. To enter new suspended provider information, click the **Add** button from the Contract Termination Tab of the Case Summary window.



Result: The Contract Terminations Entry window appears.



2. Enter the **Provider ID**.
3. Click the **Check** button.

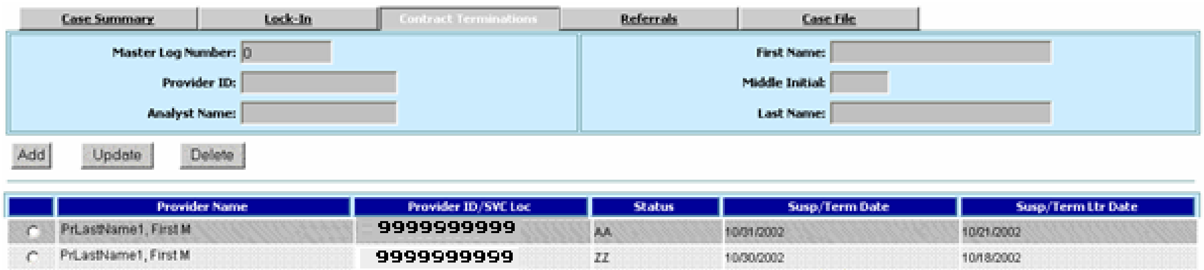
Result: The system verifies the Provider ID is valid. If the ID is valid, the system displays the provider's name; otherwise it displays an error message.

4. Enter the remaining information.
5. To add this provider number as a suspended number, click the **Insert** button.

Result: The system documents the number within the SURS Case Tracking system, but it does not actually suspend the provider number. Suspension of the provider number occurs within the interChange panels. The Contract Termination Tab lists the provider numbers that have been suspended as a result of the findings of the case.

10.2.2 Changing a Suspended Provider Number

1. To change existing suspended provider information, click the radio button next to the appropriate provider number to be changed.



2. Click the **Update** button.

Result: The Contract Termination Entry window appears.

3. Change any of the appropriate information.
4. If the Provider ID changes, click the **Check** button.

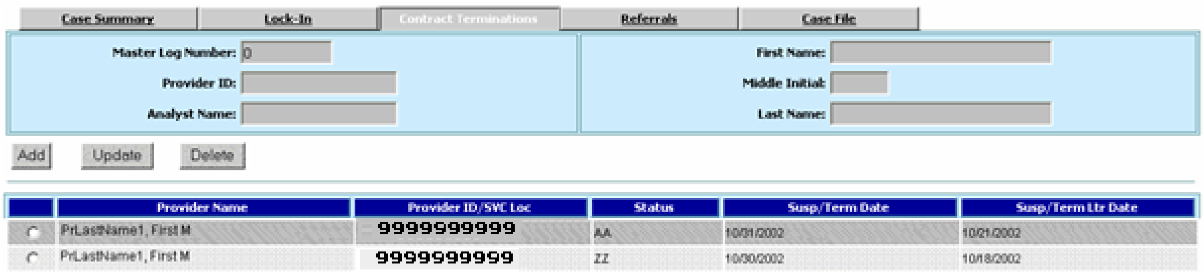
Result: The system verifies the Provider ID is valid. If the ID is valid, the system displays the provider's name; otherwise it displays an error message.

5. Change any remaining information.
6. To save this information, click the **Update** button.

Result: The system documents the number within the SURS Case Tracking system, but it does not actually suspend the provider number. Suspension of the provider number occurs within the interChange panels. The Contract Termination tab lists the provider numbers that have been suspended as a result of the findings of the case.

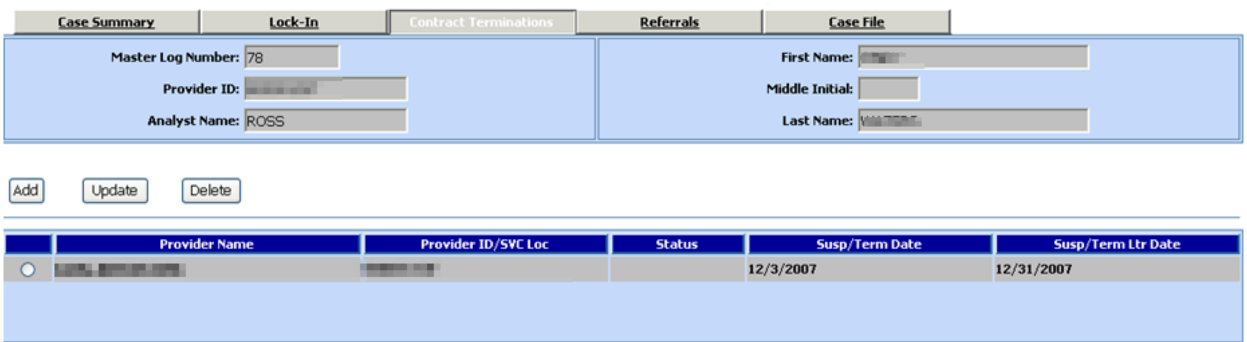
10.2.3 Deleting a Suspended Provider Number

1. To delete an existing suspended provider, click the radio button next to the appropriate **Provider Number** to be deleted.



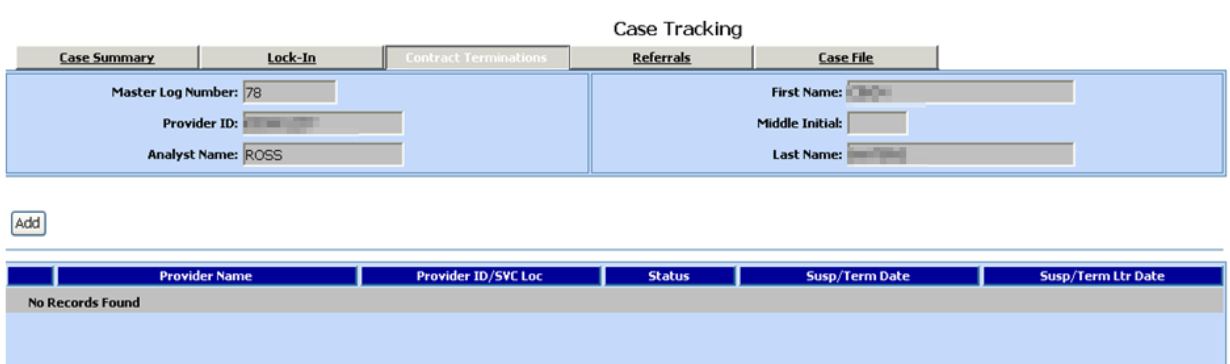
2. Click the **Delete** button.

Result: The Contract Terminations Entry window appears as a confirmation to delete the provider number.



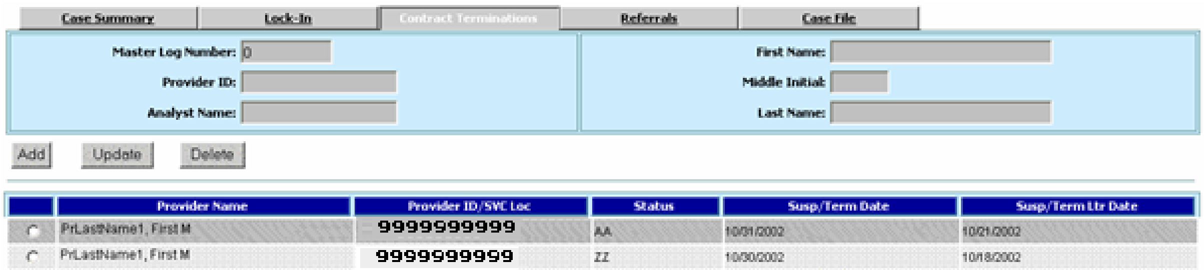
3. If this is the appropriate provider number to be deleted, then click the **Delete** button.

Result: The contract termination information is deleted from the SURS Case Tracking system, but it does not actually remove the suspension from the provider number. Removal of the suspension of the provider number occurs within the interChange panels. The Contract Terminations tab displays an updated list of suspended providers for this case.



10.2.4 Viewing a Suspended Provider Number

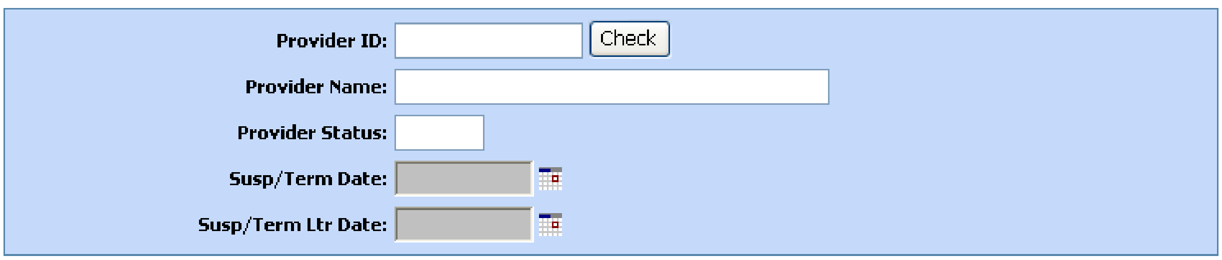
1. To view existing suspended provider information, click the **Provider Name** hyperlink.



Result: The Contract Termination Entry window appears without an Add, Update or Delete button.

2. When finished viewing the provider information, click the **Back To Case Tracking Page** hyperlink to return to the Contract Termination Tab of the Master Log Number last visited.

Result: The Contract Termination Tab from the Case Summary window appears.

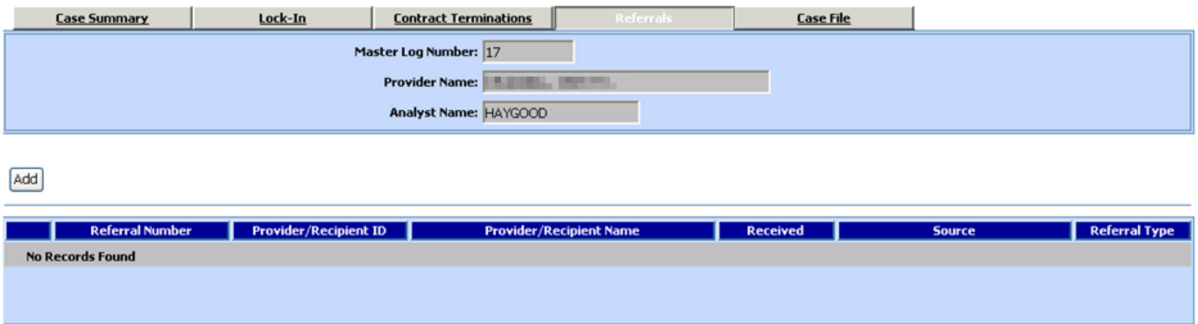


10.3 Referrals Tab

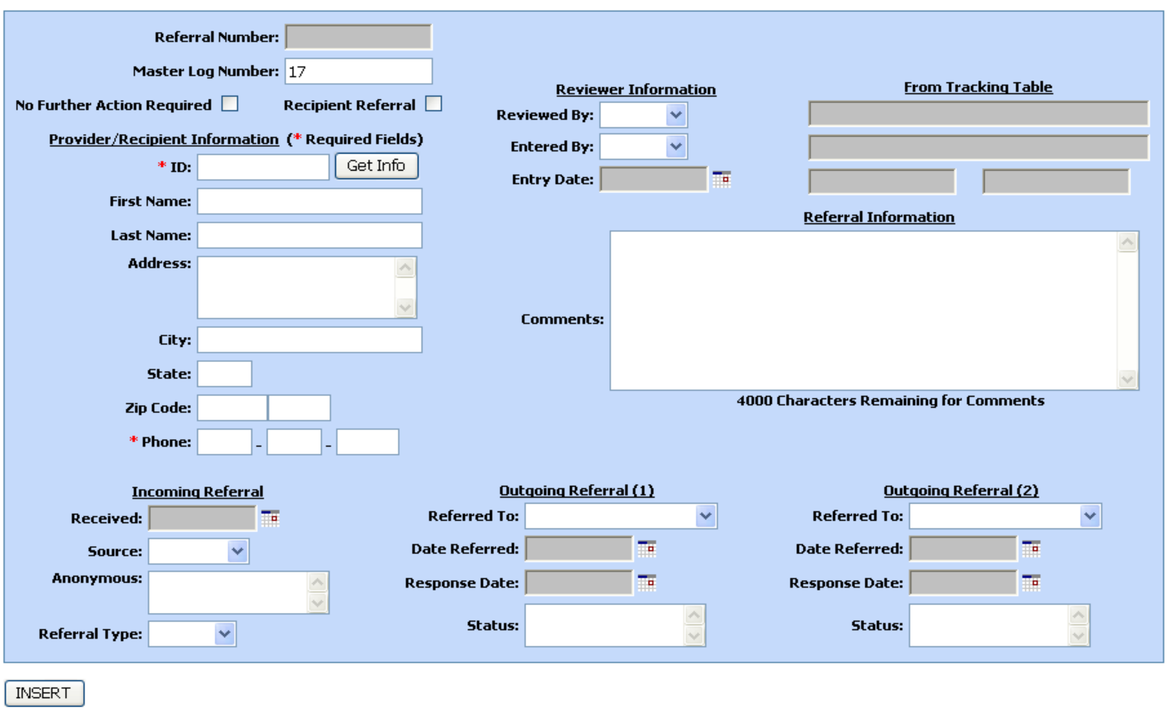
The Referrals Tab lists all the referrals associated to a Master Log Number, when a specific Master Log Number is displayed on the Case Summary window from performing a search. The Referrals Tab allows the user to add, change, or delete referral information for a specific case. It can also show referrals that have not been assigned to a case, by doing a search from the Case Summary window for Master Log Number of (zero) 0. The Referrals Tab also allows the user to add new referrals or change or delete data for referrals that have not been assigned to a case.

10.3.1 Entering a New Referral

1. To enter new referral information click the **Add** button from the referral tab.



Result: The Referrals Entry window appears.



Enter the provider/recipient and referral information into the appropriate fields.

NOTE:

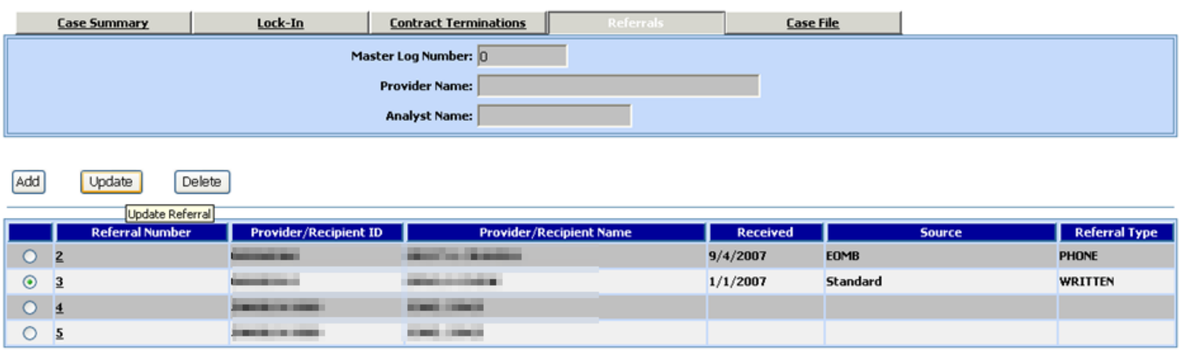
The **No Further Action Required** checkbox for a referral indicates if a case may potentially still be opened in the future. If it is checked, the referral will not be brought into the list of selected cases on the Provider or Recipient Case Selection windows when the selected **Select Only One** drop-down value is **Referrals**. In addition, whether the checkbox is checked or not, the referral will still be listed on the Referrals Tab of the Case Summary Window.

2. Click the **Insert** button to save the information.

Result: The referral information is saved along with an auto-generated referral number to be used to reference this information. After the insert, the Referral Tab from the Case Summary window, with the new referral listed at the bottom appears.

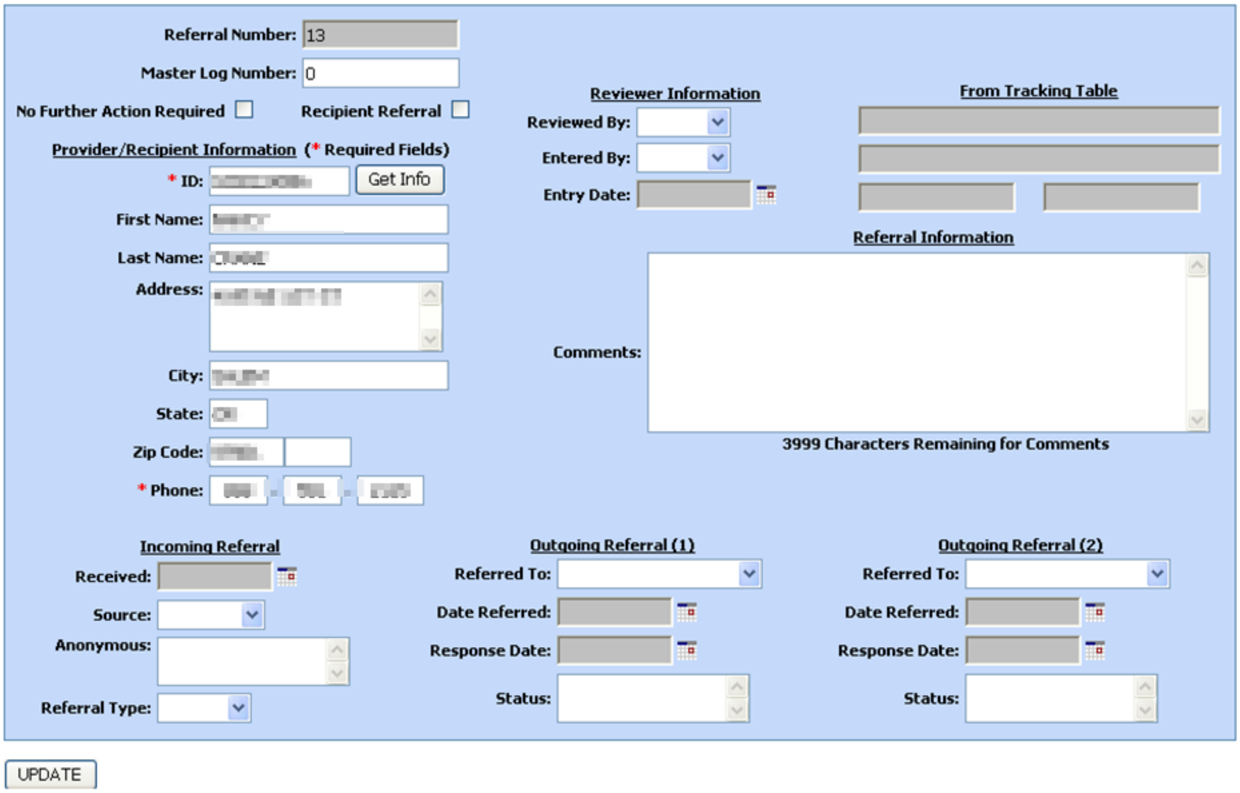
10.3.2 Changing an Existing Referral

1. Click the radio button next to the referral number to change the information. (This is located on the Referrals tab of the Case Summary window.)



2. Click the **Update** button.

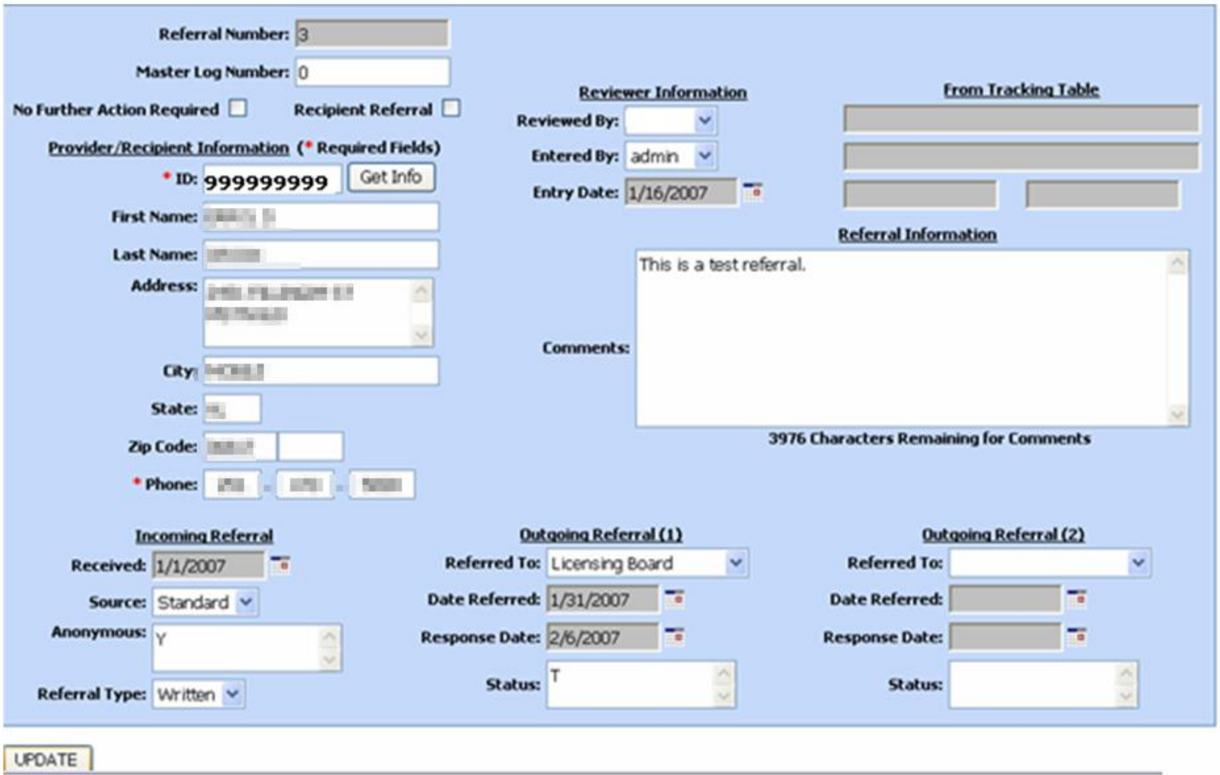
Result: The new referrals entry window appears with the associated referral data displayed.



NOTE:

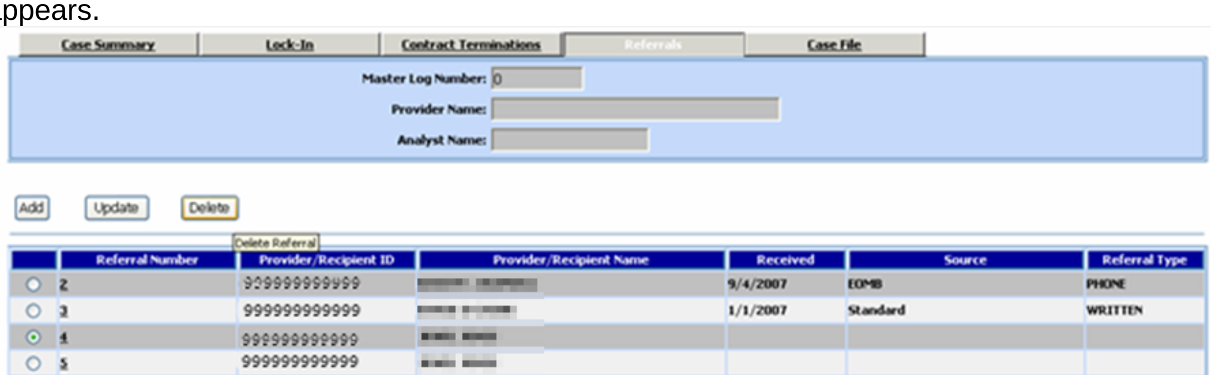
The **No Further Action Required** checkbox for a referral indicates if a case may potentially still be opened in the future. If it is checked, the referral will not be brought into the list of selected cases on the Provider or Recipient Case Selection windows when the selected **Select Only One** drop-down value is **Referrals**. In addition, whether the checkbox is checked or not, the referral will still be listed on the Referrals tab of the Case Summary Window.

3. Change the necessary referral information in the appropriate fields.



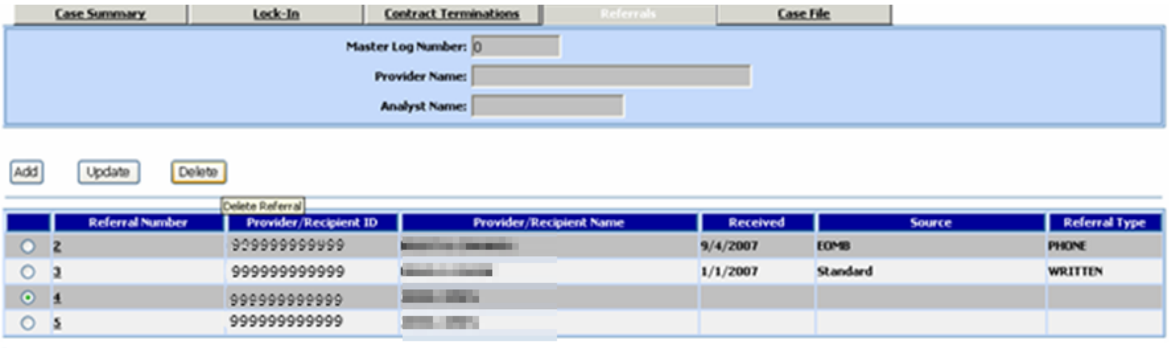
4. Click the **Update** button to save the information.

Result: The referral information is saved and the Referral Tab from the Case Summary window appears.



10.3.3 Deleting a Referral

1. To delete an existing referral, click the **radio button** next to the referral to be deleted.

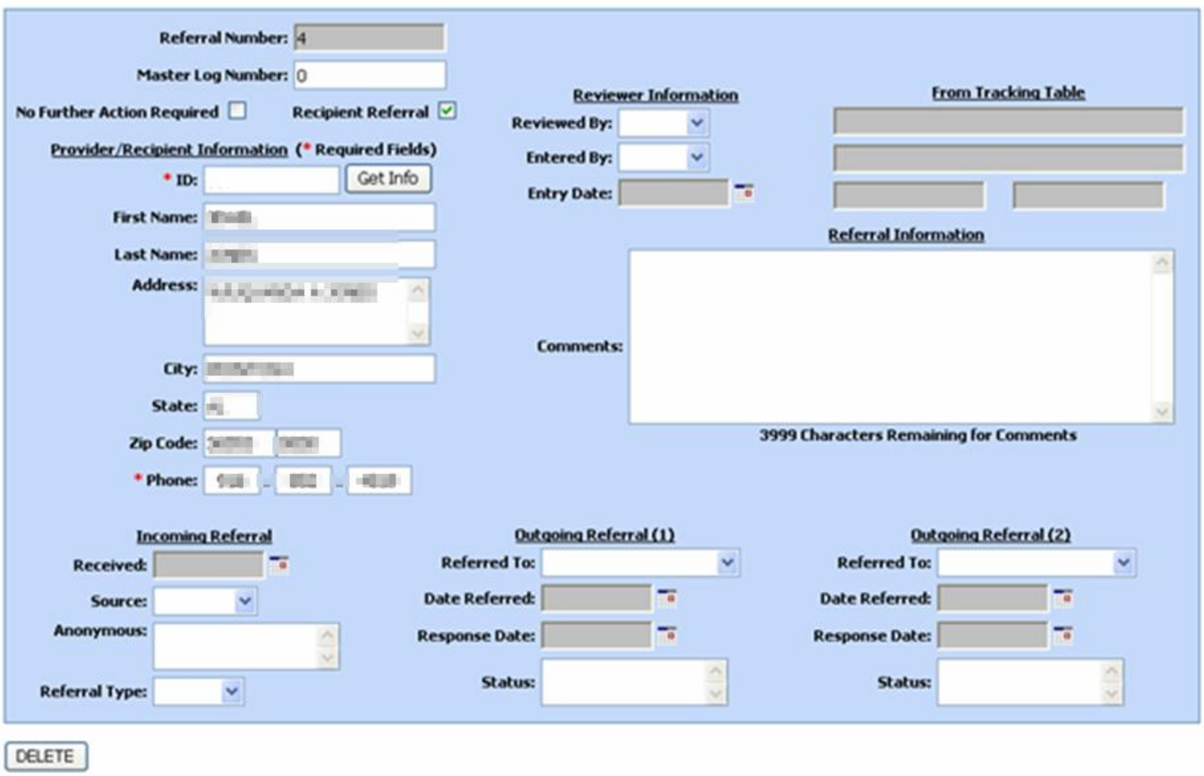


2. Click the **Delete** button.

Result: The Referrals Entry window appears with the referrals data displayed. The user confirms the deletion of the referral.

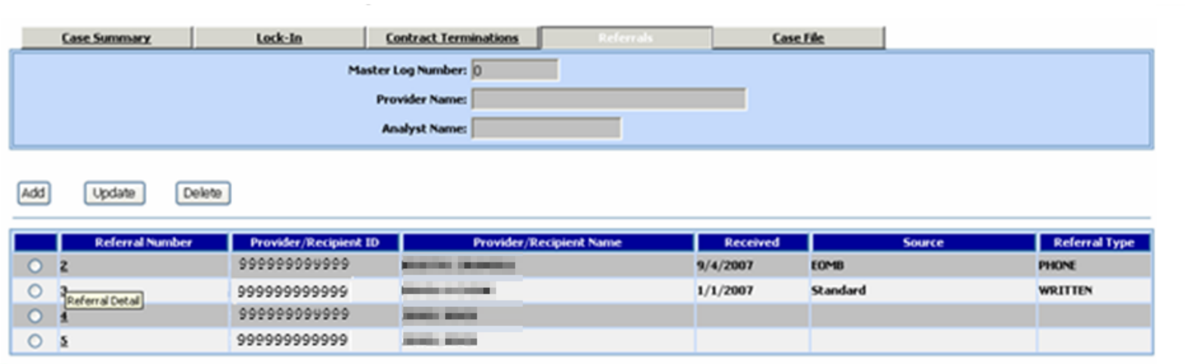
3. If this is the correct referral to delete, click the **Delete** button.

Result: The referral information is deleted from the system.



10.3.4 Viewing an existing Referral

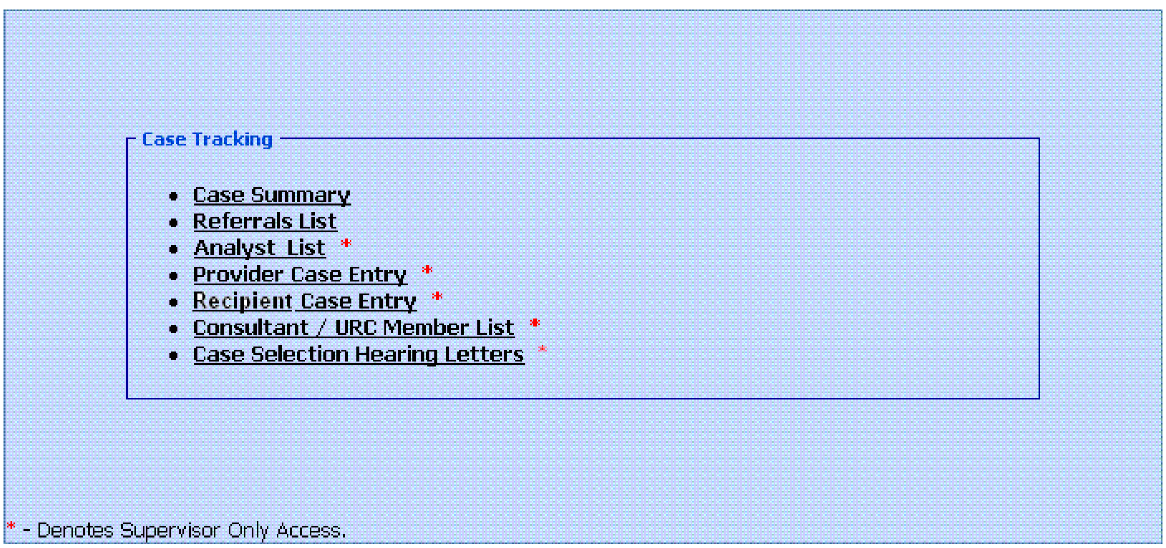
1. To view information for an existing referral, click the **Referral Number** hyperlink from the Referrals tab on the Case Summary window.



Result: The Referrals Entry window appears, showing the associated referral data. The window appears without an Add, Update, or Delete button as this is inquiry mode only.

2. When finished viewing the referral, click the **Case Tracking Main Menu** hyperlink to return to the Case Tracking Main Menu.

Result: The Case Tracking Main Menu appears.

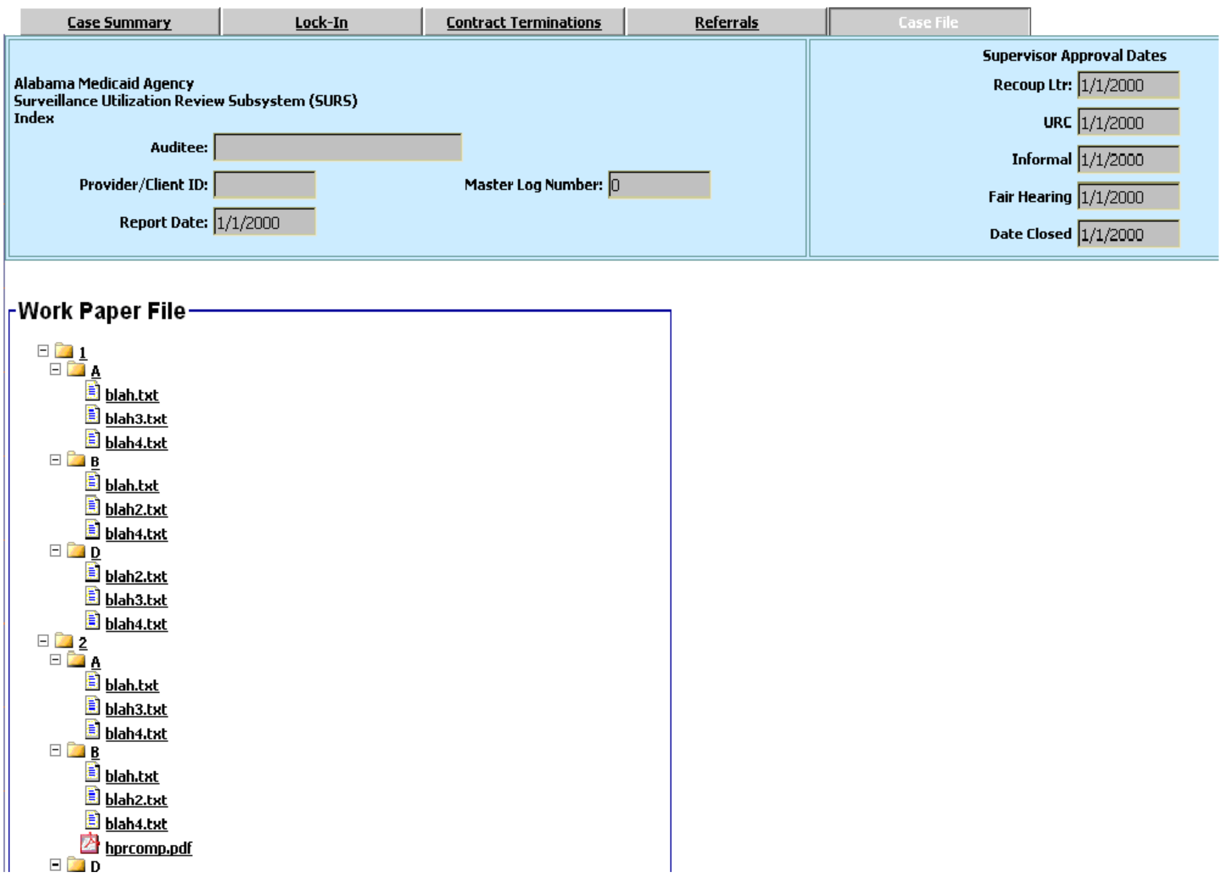


10.4 Case File Tab

The Case File Tab contains research information the analyst has associated with the Master Log Number during the review of the case. This tab makes up what is referred to as the electronic Case File. Each of the sections can contain documents, spreadsheets, scanned images, etc. depending on the research completed by the analyst.

The names of the sections as well as the names of the documents, within the sections for a particular case, are determined by the analyst. This is controlled by the names of the sub-directories and file names that are created and saved under each case number directory.

After displaying the Case File tab windows, the sections below describes how to save a document to the electronic case file to be displayed on the Case File tabs.

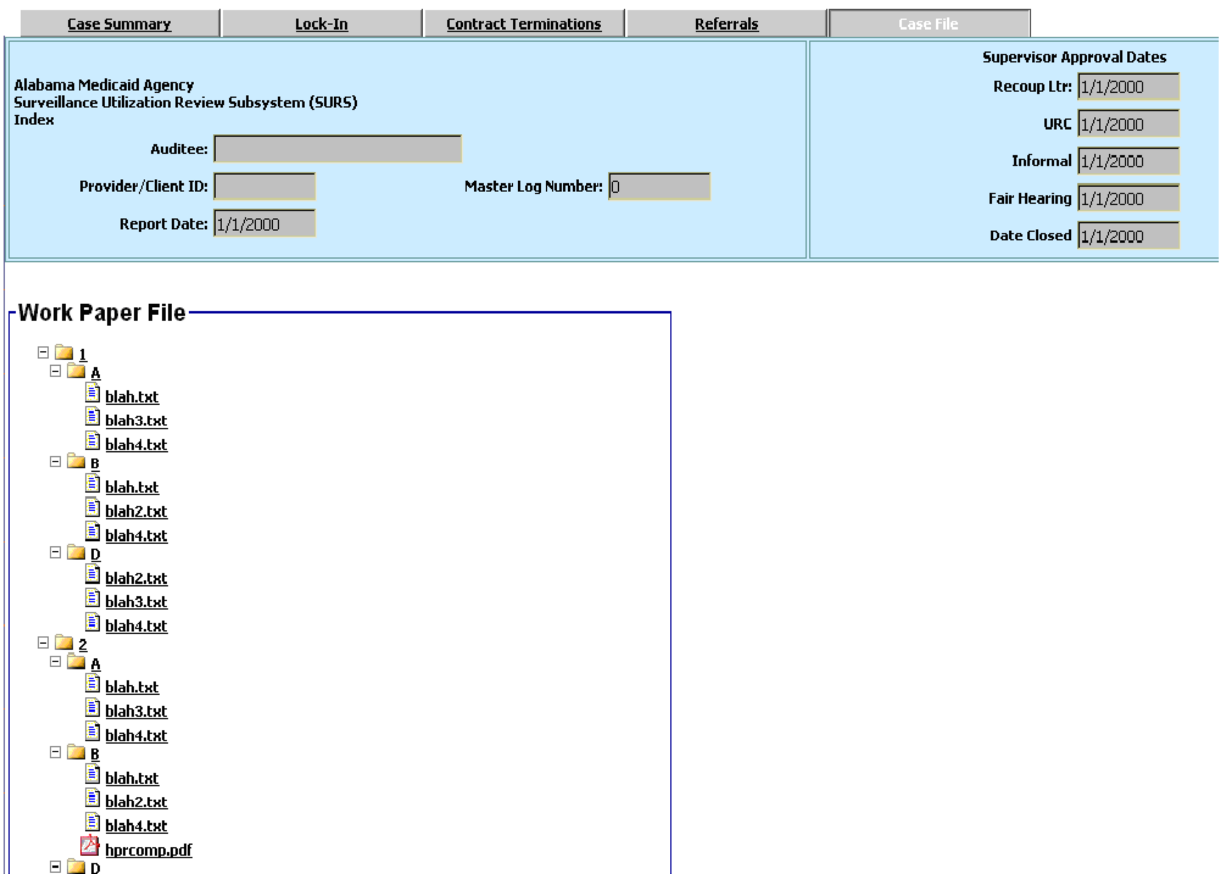


10.4.1 Saving Case File Documents

To save a document to the case file, use the following steps:

1. Open the case file.
2. Click **Save As** or **Copy**.
3. Navigate through Windows Explorer to the appropriate Master Log Number and case file folder on the server. To do this, click on the drive that is mapped to the server within the users Windows Explorer window. Then, scroll down until the appropriate Master Log Number is found. Expand the folders under that Master Log Number and click on the case file folder or one of its subfolders to which the user wants to save the document.
4. **Save** or **Paste** the document into the appropriate folder.
5. Refresh the Windows Explorer window.
6. Refresh the appropriate SURS Case Tracking Case File tab window where the document was saved.

Result: The hyperlink appears on the appropriate Case File tab.



11. Case Selection Hearing Letters

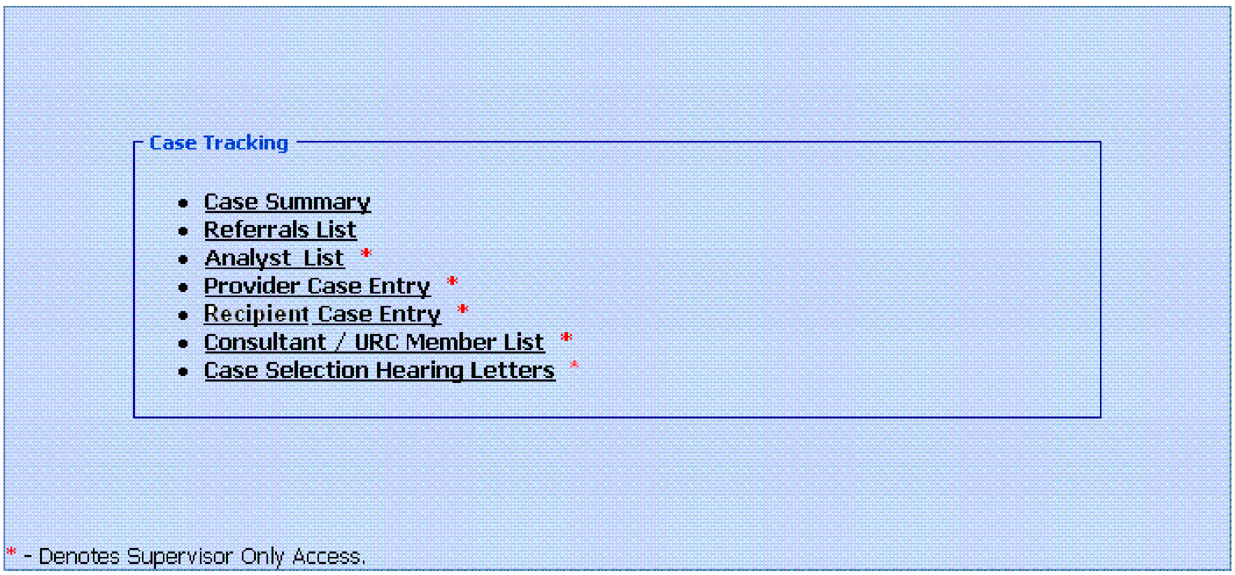
11.1 Overview

The purpose of this window is to generate letters to all the URC members for each case ready for a URC review. The letters state which providers are being taken before the URC for approval of recommendations by the analyst. The letters also state that correspondence is enclosed with the letter for their review.

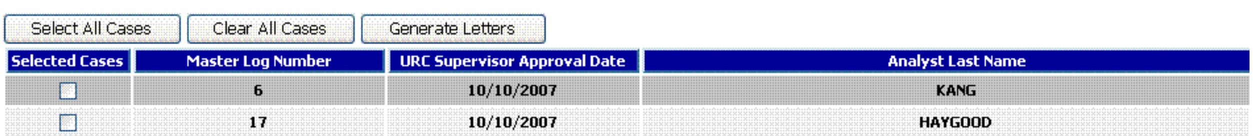
11.1.1 URC Notification Letter List

The Case Selection Hearing Letters window lists all cases that have a URC supervisor approval date on the Case Summary window.

1. On the SURS main navigation window, click the hyperlink for **Case Selection for Hearing Letters**:



2. Click on the box to the left of the **Master Log Number** to generate letters for all URC members regarding cases coming up for review.



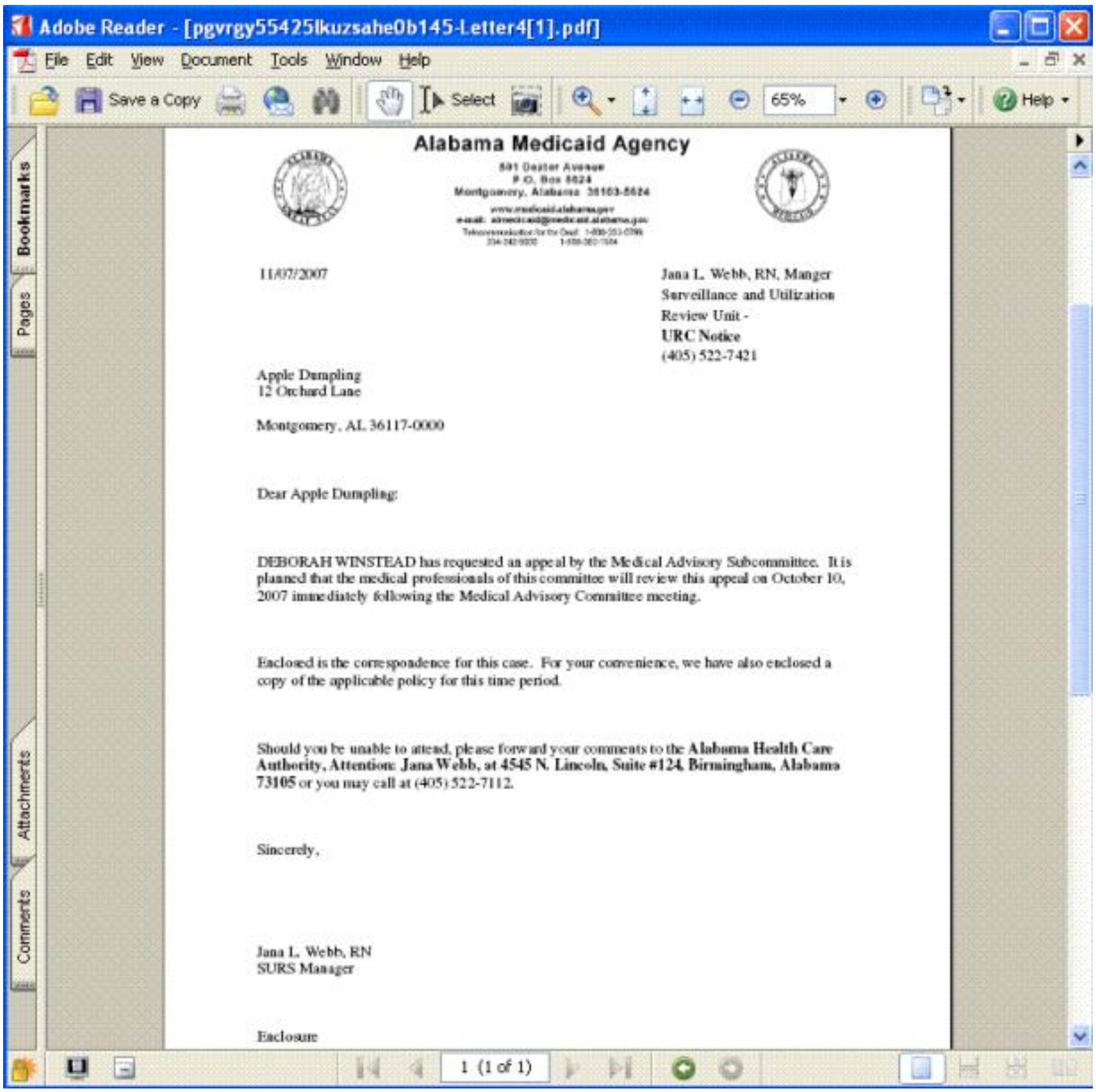
Selected Cases	Master Log Number	URC Supervisor Approval Date	Analyst Last Name
☐	6	10/10/2007	KANG
☐	17	10/10/2007	HAYGOOD

NOTE:

Users can click the Select All Cases button to check the boxes next to all listed cases. Users can also click the Clear All Cases button to uncheck the boxes next to all cases.

3. Click the **Generate Letters** button.

   Result: A PDF window is displayed with the URC letter addressed to the URC member. Select the **printer icon** in the menu bar at the top to print the letter on the local printer.



12. Case Tracking Reports

The SUR Case Tracking User Manual provides the following information for each report:

Narrative: Provides a brief description of the report functionality and usage.

Layout: Provides a representation of the report and details the exact placement and format of the field names, values and heading information.

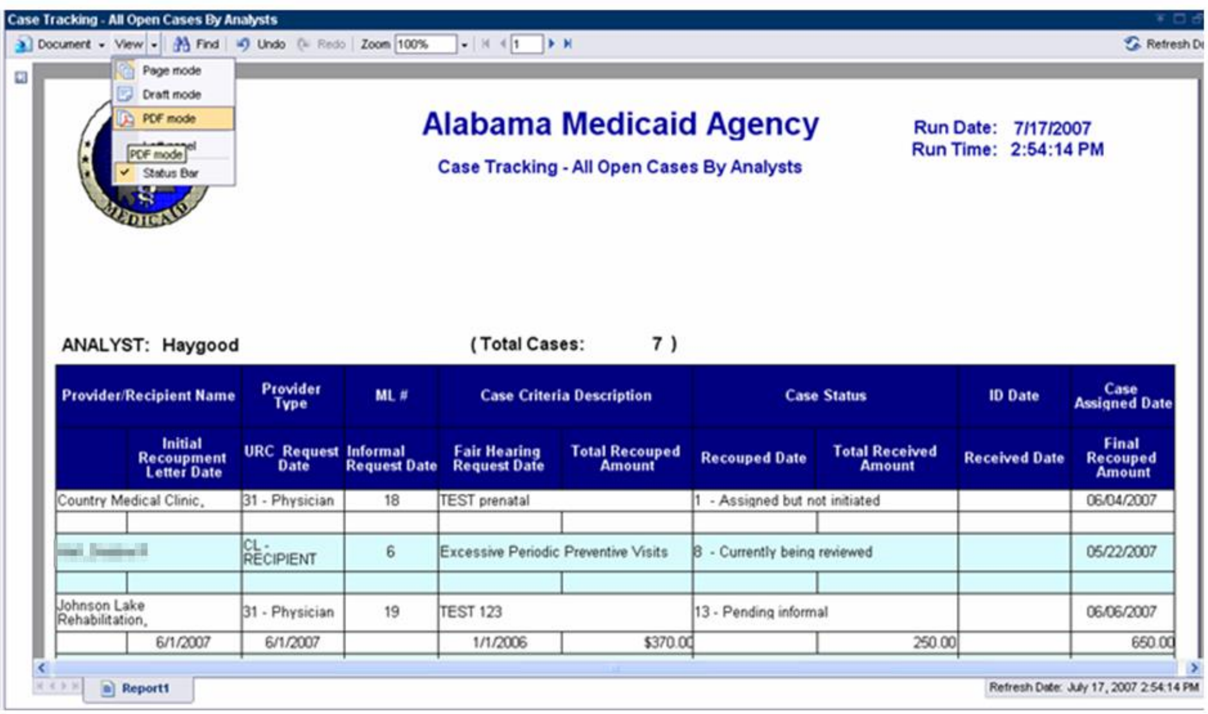
Field Descriptions: Lists the fields included on the report, with a definition of each field.

12.1 Printing Reports

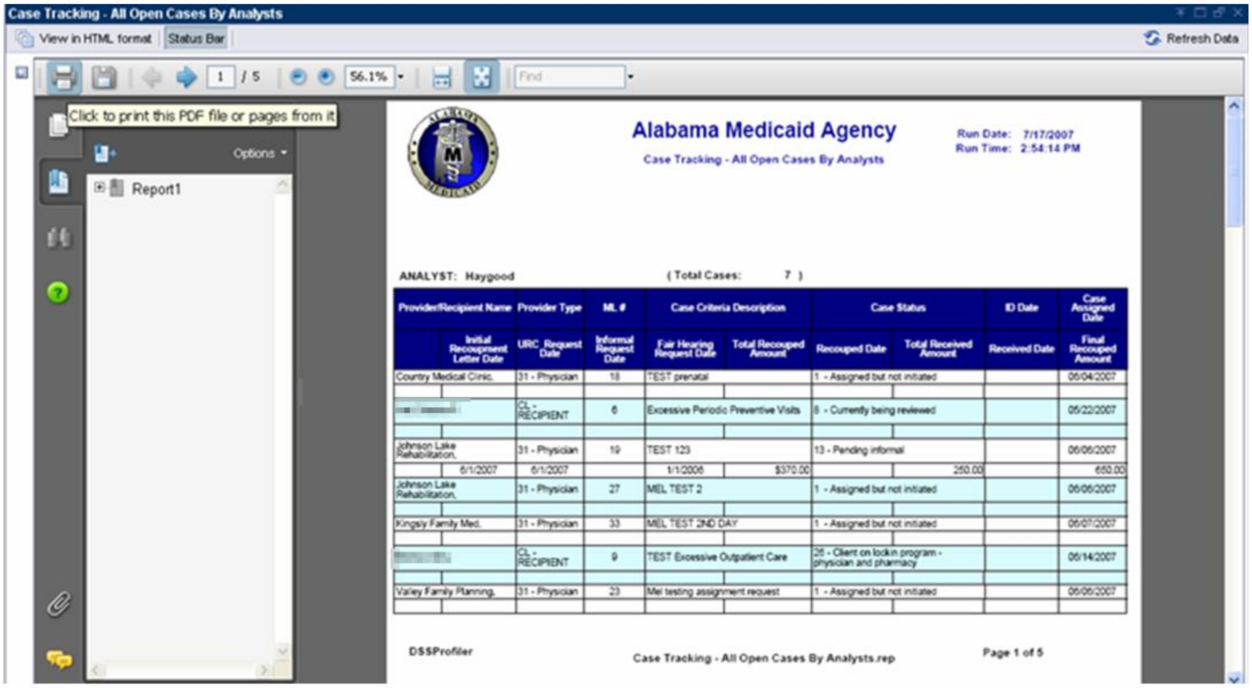
All reports may be printed from DSSNavigator window by using PDF function. The report will print to the local printer.

Step 1: Select **View** from the drop down menu bar.

Step 2: Select **PDF mode**.



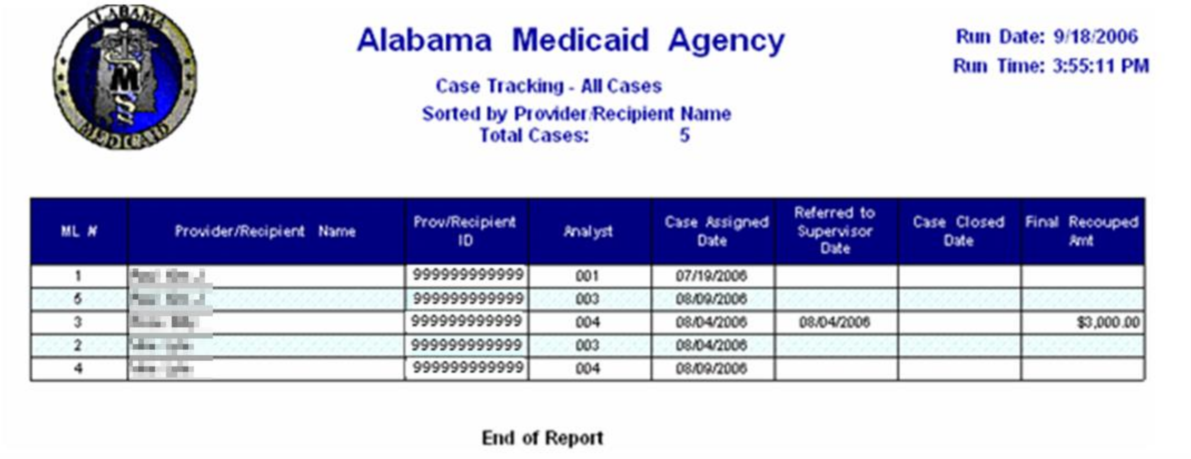
Step 3: Click the **printer icon** on the PDF menu bar. Results: Report is displayed in PDF format.



12.2 Case Tracking – All Cases

The Case Tracking - All Cases report is generated through Business Objects. This report displays all cases in provider/recipient name order.

12.2.1 Case Tracking – All Cases Layout



Alabama Medicaid Agency

Case Tracking - All Cases
Sorted by Provider/Recipient Name
Total Cases: 5

Run Date: 9/18/2006
Run Time: 3:55:11 PM

ML #	Provider/Recipient Name	Prov/Recipient ID	Analyst	Case Assigned Date	Referred to Supervisor Date	Case Closed Date	Final Recouped Amt
1	[illegible]	999999999999	001	07/19/2006			
5	[illegible]	999999999999	003	08/09/2006			
3	[illegible]	999999999999	004	08/04/2006	08/04/2006		$3,000.00
2	[illegible]	999999999999	003	08/04/2006			
4	[illegible]	999999999999	004	08/09/2006			

End of Report

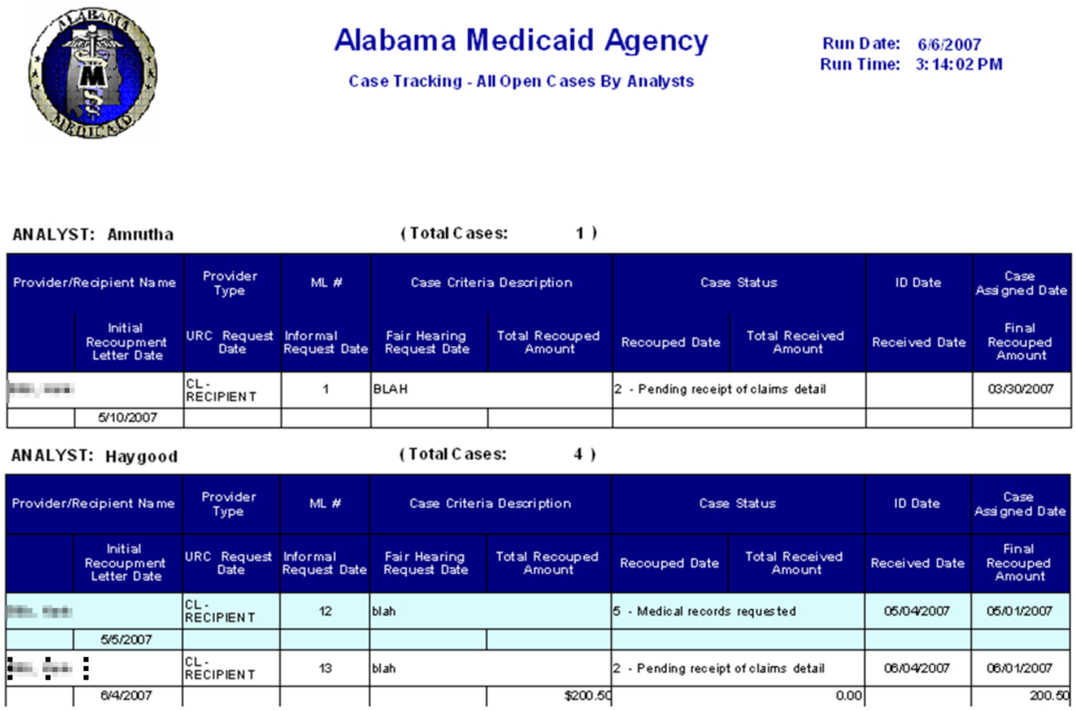
12.2.2 Case Tracking – All Cases Field Descriptions

Field	Description	Length	Data Type
Analyst	The identification of the analyst working the case.	3	Character
Case Assigned Date	Date the case was assigned to the analyst.	10	Date (MM/DD/CCYY)
Case Closed Date	Date the case was closed.	10	Date (MM/DD/CCYY)
Final Recouped Amt	The final recouped amount, as entered by the user on the Case Summary screen.	11	Number (Decimal)
ML#	Master Log Number is a unique system assigned identifier for a case.	5	Number (Integer)
Provider/Recipient Name	Name of the provider or recipient related to the case.	25	Character
Prov/Recipient ID	Identification number for the provider or recipient related to the case.	9	Character
Referred To Supervisor Date	Date the case was referred to the supervisor.	10	Date (MM/DD/CCYY)
Total Cases	Total number of cases shown on the report.	3	Number (Integer)

12.3 Case Tracking - All Open Cases By Analysts

The Case Tracking - All Open Cases By Analysts report is created in Business Objects. This report shows all cases that are currently open for each analyst selected in the report prompt.

12.3.1 Case Tracking – All Open Cases By Analysts Layout


Alabama Medicaid Agency

Case Tracking - All Open Cases By Analysts

Run Date: 6/6/2007
Run Time: 3:14:02 PM

ANALYST: Amrutha (Total Cases: 1)

Provider/Recipient Name		Provider Type	ML #	Case Criteria Description		Case Status		ID Date	Case Assigned Date
	Initial Recoupment Letter Date	URC Request Date	Informal Request Date	Fair Hearing Request Date	Total Recouped Amount	Recouped Date	Total Received Amount	Received Date	Final Recouped Amount
[redacted]		CL - RECIPIENT	1	BLAH		2 - Pending receipt of claims detail			03/30/2007
	5/10/2007								

ANALYST: Haygood (Total Cases: 4)

Provider/Recipient Name		Provider Type	ML #	Case Criteria Description		Case Status		ID Date	Case Assigned Date
	Initial Recoupment Letter Date	URC Request Date	Informal Request Date	Fair Hearing Request Date	Total Recouped Amount	Recouped Date	Total Received Amount	Received Date	Final Recouped Amount
[redacted]		CL - RECIPIENT	12	blah		5 - Medical records requested		05/04/2007	05/01/2007
	5/5/2007								
[redacted]		CL - RECIPIENT	13	blah		2 - Pending receipt of claims detail		06/04/2007	06/01/2007
	6/4/2007				$200.50		0.00		200.50

12.3.2 Case Tracking – All Open Cases By Analysts Field Descriptions

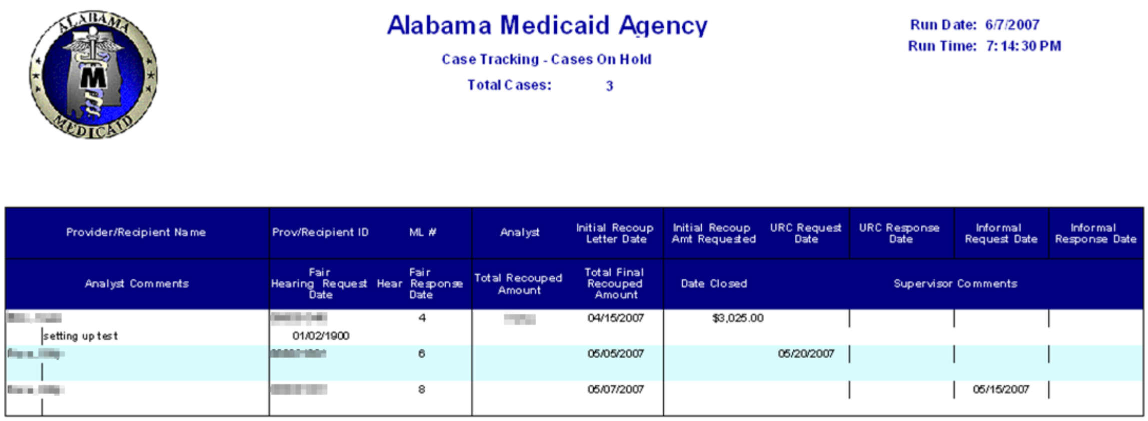
Field	Description	Length	Data Type
Analyst	Name of the analyst with open cases.	50	Character
Case Assigned Date	Date the case was assigned to the analyst.	10	Date (MM/DD/CCYY)
Case Status	Current status of the case.	30	Character
Fair Hearing Request Date	Date the fair hearing was requested by the provider.	10	Date (MM/DD/CCYY)
Final Recouped Amount	The final recouped amount, as entered by the user on the Case Summary screen.	11	Number (Decimal)
ID Date	Date the analyst initiated the case.	10	Date (MM/DD/CCYY)
Informal Request Date	Date the informal hearing was requested by the provider.	10	Date (MM/DD/CCYY)
Initial Recoupment Letter Date	Date the letter of initial recoupment was sent.	10	Date (MM/DD/CCYY)
ML #	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)

Field	Description	Length	Data Type
Case Criteria Description	Description of the case.	30	Character
Provider/Recipient Name	Name of the provider or recipient related to the case.	30	Character
Provider Type	Provider type for the provider identification number.	3	Character
Received Date	Date of the last recouped amount received by the agency.	10	Date (MM/DD/CCYY)
Recouped Date	Date of the last recouped amount from the system checkwrite.	10	Date (MM/DD/CCYY)
Total Cases	Total number of cases shown on the report.	3	Number (Integer)
Total Received Amount	System generated, total recouped amount received by the agency.	11	Number (Decimal)
Total Recouped Amount	System generated, total recouped amount from system checkwrite.	11	Number (Decimal)
URC Request Date	Date URC was requested by the provider.	10	Date (MM/DD/CCYY)

12.4 Case Tracking – Cases on Hold

The Case Tracking - Cases On Hold report is created in Business Objects and shows all the cases with the status of 'on hold'. This report shows basic information related to the case on hold and more detail information related to recon dates and amounts.

12.4.1 Case Tracking – Cases on Hold Layout



12.4.2 Case Tracking – Cases on Hold Field Descriptions

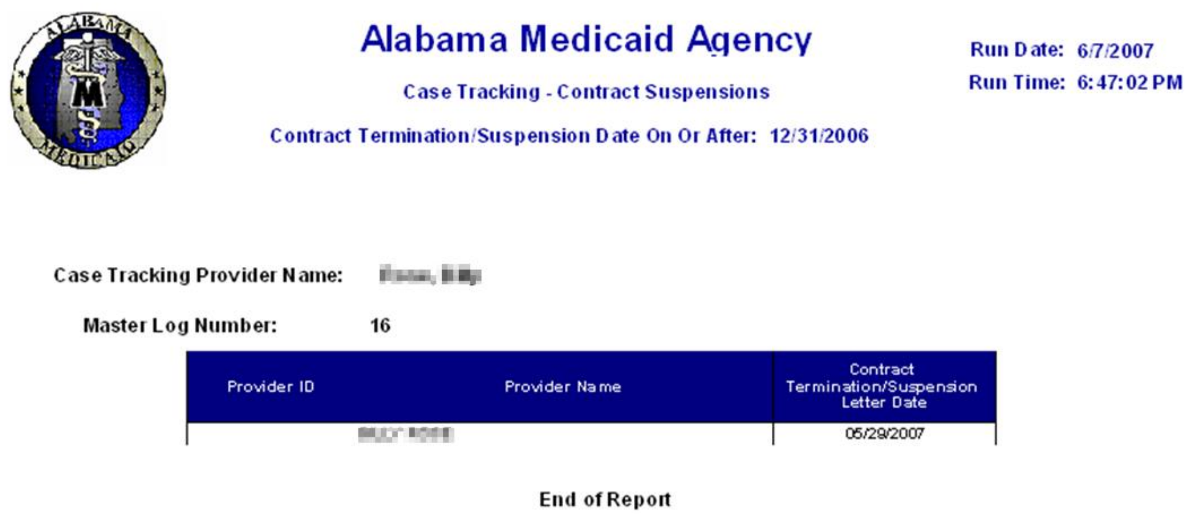
Field	Description	Length	Data Type
Analyst	The identification of the analyst working the case.	3	Character
Analyst Comments	Comments related to the case.	4000	Character
Date Closed	Date the case was closed.	10	Date (MM/DD/CCYY)
Fair Hear Response Date	Due date for fair hearing request from provider.	10	Date (MM/DD/CCYY)
Fair Hearing Request Date	Date for fair hearing request from provider.	10	Date (MM/DD/CCYY)
Informal Request Date	Due date for informal request from provider.	10	Date (MM/DD/CCYY)
Informal Response Date	Date for informal request from provider.	10	Date (MM/DD/CCYY)
Initial Recoup Amt Requested	Requested amount for the initial recoupment.	11	Number (Decimal)
Initial Recoup Letter Date	Date the initial recoupment letter was sent.	10	Date (MM/DD/CCYY)
ML #	Master Log Number is a unique system assigned identifier for a case.	5	Number (Integer)
Prov/Recipient ID	The identification number of the provider	9	Character

Field	Description	Length	Data Type
	or recipient.		
Provider/Recipient Name	The full name of the provider or recipient.	25	Character
Supervisor Comments	Supervisor comments related to the case.	4000	Character
Total Cases	Total number of cases shown on the report.	3	Number (Integer)
Total Final Recouped Amount	The final recouped amount, as entered by the user on the Case Summary screen.	11	Number (Decimal)
Total Recouped Amount	System generated, total recouped amount from system checkwrite.	11	Number (Decimal)
URC Request Date	Date for URC request from provider.	10	Date (MM/DD/CCYY)
URC Response Date	Due date for URC request from provider.	10	Date (MM/DD/CCYY)

12.5 Case Tracking - Contract Suspensions

The Case Tracking - Contract Suspensions report is created in Business Objects. This report shows a list of providers that have been suspended for the termination/suspension date on the report or greater entered at the prompt.

12.5.1 Case Tracking - Contract Suspensions Layout


Alabama Medicaid Agency
Case Tracking - Contract Suspensions
Contract Termination/Suspension Date On Or After: 12/31/2006
Run Date: 6/7/2007
Run Time: 6:47:02 PM

Case Tracking Provider Name: [redacted]

Master Log Number: 16

Provider ID	Provider Name	Contract Termination/Suspension Letter Date
	[redacted]	05/29/2007

End of Report

12.5.2 Case Tracking - Contract Suspensions Field Descriptions

Field	Description	Length	Data Type
Case Tracking Provider Name	Name of the provider associated with the contract suspension.	30	Character
Contract Termination/Suspension Date On Or After	The contract termination/suspension date based on what the user provided at the prompt.	10	Date (MM//DD/CCYY)
Contract Termination/Suspension Letter Date	Date the provider was suspended.	10	Date (MM/DD/CCYY)
Master Log Number	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)
Provider ID	The provider's identification number.	9	Character
Provider Name	The provider's full name.	25	Character

12.6 Case Tracking - Open Closed Cases

The Case Tracking - Open Closed Cases report is created in Business Objects. This report has two tabs, one for open cases and one for closed cases within the entered date range.

12.6.1 Case Tracking - Open Cases Layout

Alabama Medicaid Agency

Case Tracking - Open Cases: 10/01/2003 - 09/30/2004

Run Date: 1/11/2007
Run Time: 3:03:11 PM

ML #	Prov/Recipient Name	Case Status	Source	ID Date	Referred to Supervisor Date	Case Assigned Date	Initial Recoup Amt Requested	URC Recoup Amt Requested	Informal Recoup Amt Requested
						Fair Hearing Recoup Amt Requested	Total Recouped Amount	Total Received Amount	Final Recouped Amount
1	[illegible]	16 - Closed II Multiple analysts assigned to review	MANUAL	01/01/2006	01/02/2006	07/19/2006	$5.00	$4.00	$3.00
						$2.00	$6.00	$3.00	$100.00
2	[illegible]	1 - Assigned but not initiated	MANUAL	08/03/2006	08/02/2006	08/04/2006			
								$1.00	
3	[illegible]	1 - Assigned but not initiated	MANUAL	08/04/2006	08/04/2006	08/04/2006	$3,200.00		
							$2,900.00		$3,000.00
4	[illegible]	1 - Assigned but not initiated	MANUAL			08/09/2006			

12.6.2 Case Tracking – Closed Cases Layout

Alabama Medicaid Agency

Case Tracking - Closed Cases: 10/01/2006 - 09/30/2007

Run Date: 6/6/2007
Run Time: 5:35:17 PM

ML#	Prov/Recipient Name	Case Status		Source	Case Assigned Date	Referred to Supervisor Date	Closed Date	Initial Recoup Amt Requested
	Physical File Location	URC Recoup Amt Requested	Informal Recoup Amt Requested	Fair Hear Recoup Amt Requested	Total Recouped Amt	Total Received Amt	Final Recouped Amt	
3	[illegible]	17 - Closed		MANUAL			06/06/2007	
14	[illegible]	17 - Closed		MANUAL	05/15/2007		06/05/2007	$2,300.00
					$2,300.00	$0.00	$2,300.00	

End of Report

12.6.3 Case Tracking - Open Closed Cases Field Descriptions

Field	Description	Length	Data Type
Case Assigned Date	Date the case was assigned to analyst.	10	Date (MM/DD/CCYY)
Case Status	Current status of the case.	30	Character
Case Tracking-Closed Cases	The closed cases date range based on what the user provided at the prompt.	20	Date (MM/DD/CCYY)
Closed Date (Closed Cases)	Date the case was closed.	10	Date (MM/DD/CCYY)
Fair Hearing Recoup Amt Requested	Recoupment amount requested for fair hearing.	11	Number (Decimal)
Final Recouped	The final recouped amount, as entered by the	11	Number (Decimal)

Field	Description	Length	Data Type
Amount	user on the Case Summary screen.		
ID Date (Open Cases)	Date the analyst initiated the case.	10	Date (MM/DD/CCYY)
Informal Recoup Amt Requested	Informal recoupment amount requested.	11	Number (Decimal)
Initial Recoup Amt Requested	Amount requested for the initial recoupment.	11	Number (Decimal)
ML #	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)
Physical File Location (Closed Cases)	Location of the physical files associated with the case.	30	Character
Prov/Recipient Name	The full name of the provider or recipient.	25	Character
Referred to Supervisor Date	Date the case was referred to a supervisor.	10	Date (MM/DD/CCYY)
Source	Source of the case.	100	Character
Total Received Amount	System generated, total recouped amount received by the Agency.	11	Number (Decimal)
Total Recouped Amount	System generated, total recouped amount from system checkwrite.	11	Number (Decimal)
URC Recoup Amt Requested	Recoupment amount requested for URC.	11	Number (Decimal)

12.7 Case Tracking - Open Cases In Work

The Case Tracking - Open Cases In Work report is created in Business Objects. This report shows all open cases that are being worked in analyst order. Cases with an assigned date and no closed date are shown on the report.

12.7.1 Case Tracking - Open Cases In Work Layout

Alabama Medicaid Agency

Case Tracking - Open Cases in Work

(cases that have an assigned date with no closed date)

Run Date: 6/6/2007
Run Time: 2:48:57 PM

ANALYST: Allison

Prov/Recipient Name		ML#	Case Status		Provider Type	Initial Amount	Total Number of Claims Reviewed	Total Paid in Sample Amount	Sample Size Number	Total Number of Claims
	Total Paid Amt	Tot Recip	Total Recouped Amt	Total Received Amt	Final Recouped Amt	Comments				
[illegible]		18	8 - Currently being reviewed		CL - RECIPIENT	$5,135.33	250	$225.00	500	
	7,532.54	35.00								
[illegible]		19	2 - Pending receipt of claims detail		CL - RECIPIENT	$3,211.22				

ANALYST: Amrutha

Prov/Recipient Name		ML#	Case Status		Provider Type	Initial Amount	Total Number of Claims Reviewed	Total Paid in Sample Amount	Sample Size Number	Total Number of Claims
	Total Paid Amt	Tot Recip	Total Recouped Amt	Total Received Amt	Final Recouped Amt	Comments				
[illegible]		1	2 - Pending receipt of claims detail		CL - RECIPIENT	$500.00	100	$50.00	100	1000
	700.00	300.00								

12.7.2 Case Tracking - Open Cases In Work Field Descriptions

Field	Description	Length	Data Type
Analyst	Identification of the analyst associated with the case.	3	Character
Case Status	Current status of the case.	30	Character
Comments	Comments related to the case.	4000	Character
Final Recouped Amt	The final recouped amount, as entered by the user on the Case Summary screen.	11	Number (Decimal)
Initial Recoup Amount Requested	The initial recoupment amount requested.	11	Number (Decimal)
ML#	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)
Number Claims Reviewed	Number of claims reviewed.	4	Number (Integer)
Prov/Recipient Name	Name of the provider or recipient related to the case.	30	Character
Provider Type	Provider type for the provider.	3	Character
Sample Size Number	Sample size of claims reviewed.	5	Number (Integer)

Field	Description	Length	Data Type
Tot Recip	Total number of recipients.	5	Number (Integer)
Total Number of Claims	Total number of claims.	5	Number (Integer)
Total Paid Amt	Total paid amount.	11	Number (Decimal)
Total Paid in Sample	Total paid amount for claims in the sample.	11	Number (Decimal)
Total Received Amt	System generated, total recouped amount received by the agency.	11	Number (Decimal)
Total Recouped Amt	System generated, total recouped amount from system checkwrite.	11	Number (Decimal)

12.8 Case Tracking - Purge List

The Case Tracking - Purge List report is created in Business Objects. This report has two tabs showing a list of cases to be purged this month (based on dates entered at prompt) and showing a list of cases to be purged next month (based on dates entered at the prompt).

12.8.1 Case Tracking - Purge List Layout


Alabama Medicaid Agency
Case Tracking
Case Purge List for This Month: 05/01/2007 - 05/31/2007

Run Date: 6/7/2007
Run Time: 4:59:41 PM

ML #	Provider/Recipient Name	Case Status	Case Closed Date	Sent to AR/Adj	Recouped Date	Analyst Name	Final Recouped Amt
2	[redacted]	16 - Closed - Multiple analysts assigned to review	05/04/2001				
15	[redacted]	17 - Closed	05/15/2001				

End of Report


Alabama Medicaid Agency
Case Tracking
Case Purge List for Next Month: 06/01/2007 - 06/30/2007

Run Date: 6/7/2007
Run Time: 4:59:43 PM

ML#	Provider/Recipient Name	Case Status	Case Closed Date	Sent to AR/Adj	Recouped Date	Analyst Name	Final Recoup Amt
16	[redacted]	17 - Closed	06/23/2001				
17	[redacted]	16 - Closed - Multiple analysts assigned to review	06/17/2001				

End of Report

12.8.2 Case Tracking - Purge List Field Descriptions

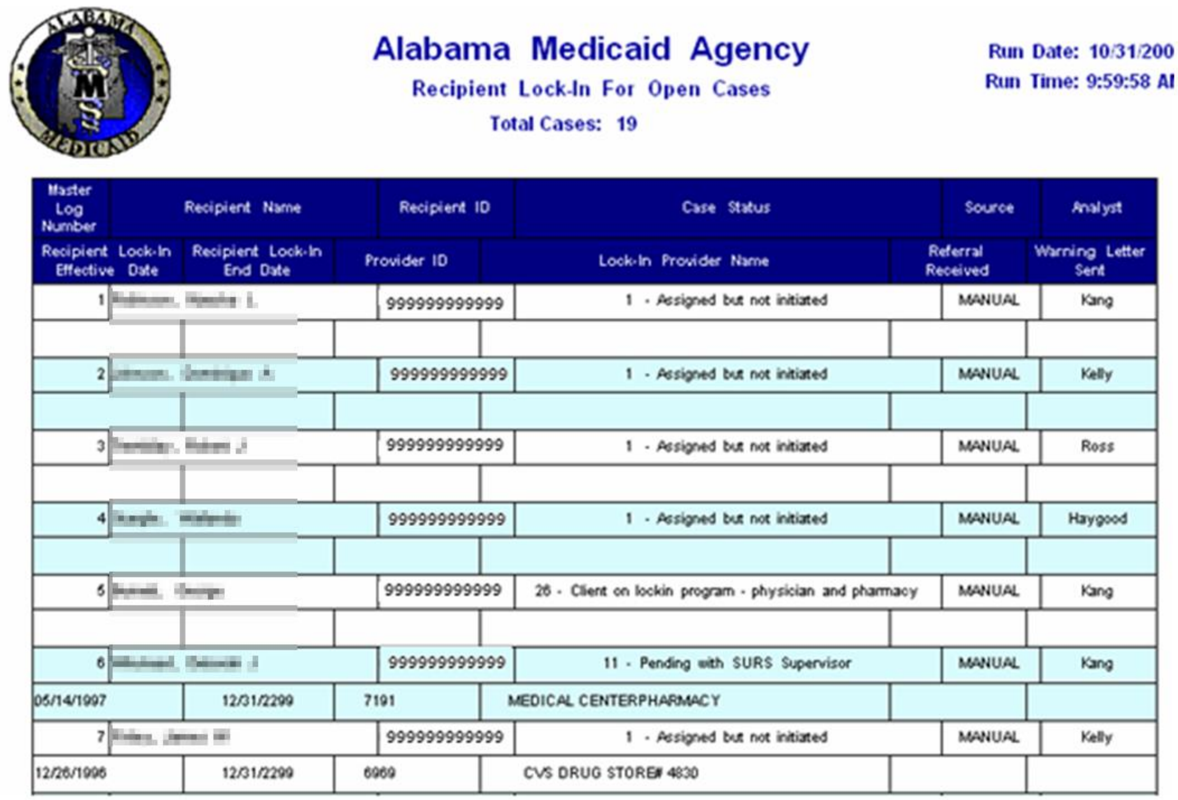
Field	Description	Length	Data Type
Analyst Name	Identification of the analyst associated with the case.	3	Character
Case Closed Date	Date the case was closed.	10	Date (MM/DD/CCYY)
Case Status	Current status of the case.	30	Character
Final Recouped Amt	The final recouped amount, as entered by the user on the Case Summary screen.	11	Number (Decimal)
ML #	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)
Provider/Recipient Name	Name of the provider or recipient related to the case.	30	Character

Field	Description	Length	Data Type
Recouped Date	Date of last recouped amount from system checkwrite.	10	Date (MM/DD/CCYY)
Sent To AR/Adj	Date sent to adjustments.	10	Date (MM/DD/CCYY)

12.9 Case Tracking – Recipient Lock-In For Open Cases

The Case Tracking – Recipient Lock-In For Open Cases report is created in Business Objects. This report shows a list of lockin recipients, along with lockin dates, for cases currently open.

12.9.1 Case Tracking – Recipient Lock-In For Open Cases Layout


Alabama Medicaid Agency
Recipient Lock-In For Open Cases
Total Cases: 19

Run Date: 10/31/200
Run Time: 9:59:58 AI

Master Log Number	Recipient Name	Recipient ID	Case Status	Source	Analyst
Recipient Lock-In Effective Date	Recipient Lock-In End Date	Provider ID	Lock-In Provider Name	Referral Received	Warning Letter Sent
1	[illegible]	999999999999	1 - Assigned but not initiated	MANUAL	Kang
2	[illegible]	999999999999	1 - Assigned but not initiated	MANUAL	Kelly
3	[illegible]	999999999999	1 - Assigned but not initiated	MANUAL	Ross
4	[illegible]	999999999999	1 - Assigned but not initiated	MANUAL	Haygood
5	[illegible]	999999999999	26 - Client on lockin program - physician and pharmacy	MANUAL	Kang
6	[illegible]	999999999999	11 - Pending with SURS Supervisor	MANUAL	Kang
05/14/1997	12/31/2299	7191	MEDICAL CENTERPHARMACY		
7	[illegible]	999999999999	1 - Assigned but not initiated	MANUAL	Kelly
12/26/1996	12/31/2299	6969	CVS DRUG STORE# 4830		

12.9.2 Case Tracking – Recipient Lock-In For Open Cases Field Descriptions

Field	Description	Length	Data Type
Analyst	The analyst ID associated with the case.	3	Character
Case Status	Current status of the case.	30	Character
Lock-In Provider Name	The name of the lock-in provider.	25	Character
Master Log Number	Master Log Number is a unique system assigned number identifier for a case.	5	Number (Integer)
Provider ID	The provider identifier the Recipient is locked into.	25	Character
Recipient ID	The recipient's ID.	13	Character
Recipient Lock-In Effective Date	The effective date of the lock-in period.	10	Date (MM/DD/CCYY)
Recipient Lock-In	The end date of the lock-in period.	10	Date (MM/DD/CCYY)

Field	Description	Length	Data Type
End Date			
Recipient Name	The recipient's full name.	25	Character
Referral Received	Date the referral was received.	10	Date (MM/DD/CCYY)
Source	The source of the case – manual or referral.	15	Character
Total Cases	Total number of open cases for lock-in recipients.	5	Number(Integer)
Warning Letter Sent	Indicator showing if a warning letter has been sent.	1	Character